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ASSESSMENT APPEALS POLICY,

Updated August 2026
Approved by the Principal

This policy links to:

- **Learning and Behaviour policy**
- **Safeguarding and Child Protection policy**
- **Staff Code of Conduct**
- **The role of the Tutor**
- **Teaching and Learning Policy**
- **Exams and Assessment Policy**
- **Inclusive Learning Policy**
- **Assessment Malpractice Policy**
- **Learning and Behaviour Policy**
- **Awarding Organisation Regulations, Specifications and Assessment Requirements**
- **Relevant JCQ (Joint Council for Qualifications) Regulations and Guidance, where applicable**
- **Any other associated Academy policies relating to curriculum, quality assurance, safeguarding and learner support.**

1. Purpose

The purpose of an Appeals policy is to provide learners with a fair, transparent and accessible process for appealing assessment decisions for internally assessed qualifications. The policy ensures that appeals are considered objectively, consistently and within agreed timescales, while maintaining the integrity of assessment decisions and compliance with awarding body requirements.

2. Rationale

The Centre is committed to ensuring that all learners receive assessment decisions that are accurate, reliable and based on valid evidence. Learners have the right to question assessment outcomes where they believe that:

- An administrative error has occurred.
- Assessment procedures have not been applied consistently, correctly or fairly.
- An unreasonable academic judgement has been made.

This policy provides a structured process through which learners can seek a review of assessment decisions and, where appropriate, escalate their appeal to the awarding body.

3. **Scope**

This policy applies to all learners undertaking internally assessed qualifications at the Centre. It covers appeals relating to:

- Assessment grades.
- Administrative errors affecting assessment outcomes.
- Procedural irregularities in assessment processes.
- Academic judgement applied during assessment decisions.

The policy applies from the release of final results and includes both the Centre's internal appeals process and progression to Awarding Body Stage 1 and Stage 2 appeals where applicable.

4. **Key Principles**

- **All appeals must be submitted in writing.**
- **Supporting evidence must be provided.**
- **Learners must be informed of outcomes at every stage.**
- **Appeals will be reviewed objectively, fairly and consistently.**
- **Appeal decisions will be made by individuals with appropriate competence and no conflict of interest.**
- **The Awarding Body's Stage 2 Appeal Review decision is final.**

5. **Appeals Procedure for Internally Assessed Qualifications for UAL Awarding Body**

Step 1: Learner Submits an Appeal

Following the release of results, a learner who believes there are grounds for appeal must submit a written appeal to the Centre within 10 working days of results release, including any supporting evidence.

Appeals may be based on:

- Administrative error.
- Procedural inconsistency.
- Unreasonable academic judgement.

Step 2: Centre Reviews the Appeal

The Centre will conduct an impartial review of:

- Assessment records.
- Grading decisions.
- Feedback provided.
- Relevant evidence submitted by the learner.
- Compliance with assessment procedures.

The review will be undertaken by staff who were not directly involved in the original assessment decision wherever possible.

Step 3: Centre Communicates Outcome

The Centre will issue a written outcome to the learner, confirming whether the appeal is:

- Upheld, or
- Not upheld.

The outcome will include the reasons for the decision and details of any next steps available.

Step 4: Administrative Error Identified

Where the Centre identifies an administrative error after results have been released, the Centre must notify the Awarding Body as soon as possible.

The Awarding Body will undertake administrative and clerical checks to determine whether the result should be amended. The Centre will be informed of the outcome.

Step 5: Academic Judgement or Procedural Appeal Upheld by the Centre

Where the Centre upholds an appeal on the grounds of academic judgement or procedural error and recommends a change of grade:

- The Centre must consider whether any other learners may have been similarly affected.
- The Awarding Body must be informed.
- The appeal, supporting evidence and recommended grade change must be submitted to the Awarding Body within 10 working days of results release for review.

Step 6: Stage 1 Appeal to the Awarding Body

A learner who remains dissatisfied with the Centre's decision may request that the appeal is referred to the Awarding Body Stage 1 process.

The Awarding Body will:

- Conduct an independent review of evidence and Centre records.
- Consider the information presented.
- Decide whether to:
    - Uphold the appeal.
    - Not uphold the appeal.
    - Request further information.

Outcomes are normally communicated to the Centre within 20 working days. The Centre must notify the learner of the outcome within 2 working days of receiving it.

Step 7: Stage 2 Appeal Review

If the learner remains dissatisfied with the Stage 1 decision, they may request a Stage 2 Appeal Review through the Centre.

The request must be made within 10 working days of receiving the Stage 1 outcome and must be based on one or more of the following grounds:

- Procedures were not followed correctly.
- The outcome was unreasonable.

The Awarding Body will arrange an independent review by a panel not involved in the original appeal. The Stage 2 decision is final.

Timescales Summary

- Learner submits appeal to Centre: Within 10 working days of results release.
- Centre submits upheld appeal to Awarding Body: Within 10 working days of results release.

- Awarding Body Stage 1 outcome: Normally within 20 working days.
- Centre informs learner of outcome: Within 2 working days.
- Request for Stage 2 Review: Within 10 working days of receiving Stage 1 outcome.
- Awarding Body Stage 2 final decision: Normally within 10 working days.

For further information and guidance please visit: https://www.arts.ac.uk/partnerships/ual-awarding-body/about-us/policies-and-procedures

6. Scope of Appeals for all JCQ qualifications

This Appeals Process is based on the **Joint Council for Qualifications (JCQ) Guide to the Awarding Bodies' Appeals Processes (effective from the June 2025 examination series)** and applies to qualifications awarded by the following JCQ member awarding organisations:

Awarding Bodies

- AQA
- Pearson Edexcel
- OCR (Oxford, Cambridge and RSA)
- WJEC
- CCEA (Council for the Curriculum, Examinations and Assessment)
- City & Guilds
- NCFE

Qualifications and Assessments within Scope

- GCSE qualifications
- GCE AS qualifications
- GCE A Level qualifications
- Entry Level Certificates (ELCs)
- Extended Project Qualifications (EPQs)
- International GCSEs
- International A Levels
- Cambridge Nationals
- Cambridge Technicals
- Cambridge Advanced Nationals
- BTEC qualifications (externally assessed and moderated components)
- T Level Technical Qualifications
- Functional Skills qualifications
- FSMQ qualifications
- Applied General qualifications
- Technical and vocational qualifications offered by City & Guilds, NCFE and WJEC
- Other vocational and technical qualifications that are externally assessed or moderated

Appeals may be made in relation to:

- The outcome of post-results services, including clerical re-checks, reviews of marking and reviews of moderation.
- Decisions made in cases of suspected malpractice.
- Decisions relating to access arrangements, reasonable adjustments and special consideration.
- Certain administrative decisions made by an awarding body.

Internal candidates must raise concerns through the centre's internal appeals arrangements. Candidates and parents/carers do not normally have a right to appeal directly to an awarding body. The Head of Centre will determine whether there are sufficient grounds to submit an appeal on behalf of a candidate.

Appeals Process Summary

Stage 1: Internal Centre Review

Candidates wishing to challenge a result or decision must first follow the centre's internal appeals procedure. The Head of Centre will consider the evidence presented and determine whether there are valid grounds to submit an appeal to the relevant awarding body. Internal candidates cannot normally appeal directly to the awarding body.

Stage 2: Submission of an Appeal

Appeals relating to examination results can only be submitted after the completion of the relevant post-results service, such as a clerical re-check, review of marking or review of moderation. An appeal may be made where there is evidence that:

- A marking or moderation error has occurred; or
- The awarding body has not applied its procedures consistently, properly or fairly.

Appeals against post-results services must normally be submitted within **30 calendar days** of the outcome being issued. Appeals relating to malpractice, access arrangements, reasonable adjustments, special consideration and administrative decisions are normally required within **14 calendar days** of the original decision.

Stage 3: Preliminary Appeal

Where an appeal is accepted, the awarding body will undertake a preliminary review conducted by an officer who has had no prior involvement in the case. The review will consider the grounds of appeal, supporting evidence and whether the awarding body's procedures were correctly followed. The appeal may be:

- Upheld;
- Partially upheld; or
- Not upheld.

The appellant will receive a written outcome and explanation of the decision.

Stage 4: Appeal Hearing

If the appellant remains dissatisfied with the outcome of the preliminary appeal, a request may be made for an appeal hearing. This request must normally be submitted within **14 calendar days** of receiving the preliminary appeal outcome.

The hearing is conducted by an independent appeal panel. The panel will consider whether:

- The awarding body's procedures were applied consistently, properly and fairly.
- A marking or moderation error occurred.
- The decision reached was reasonable based on the available evidence.
- In cases involving malpractice or access arrangements, whether the awarding body's actions and decisions were appropriate and consistent with published procedures.

The panel may uphold or reject the appeal and may require further action by the awarding body where appropriate. The panel cannot award a specific mark or grade.

Stage 5: Outcome of the Appeal

The awarding body will normally provide the appeal hearing decision within **five working days** of the hearing. The appeal hearing represents the final stage of the awarding body's internal appeals process.

Stage 6: Further Review

For some qualifications, a further review may be available through the relevant qualifications regulator once the awarding body's internal appeals process has been completed. Availability of this option depends on the qualification and regulatory framework.

Indicative Timescales

- Appeal against post-results services: **within 30 calendar days of the outcome**
- Appeal against malpractice, access arrangements, special consideration or administrative decisions: **within 14 calendar days of the decision**
- Request for appeal hearing: **within 14 calendar days of the preliminary appeal outcome**
- Preliminary appeal outcome: **normally within 42 calendar days of a valid application**
- Appeal hearing: **normally within 70 calendar days of a valid application**

For further information and guidance please visit: https://www.jcq.org.uk/knowledge-hub/a-guide-to-the-awarding-bodies-appeals-processes-effective-from-june-2026/