The Lotus Academy Trust

Supporting children to find opportunities in every difficulty

The Damara School

Specialist SEMH Independent School

Exams:
Internal Appeals Policy

Approved by:	Trust Board	**Date:** 14 November 2024
Last reviewed on:	September 2026	
Next review due by:	September 2027	

INTERNAL APPEALS PROCEDURE

Key staff involved in the Internal Appeals Policy

Role	Name
Head of Centre/SENDCO	Mrs Sandra Govender
Exams Officer and Deputy Headteacher	Mrs Julie Cox
SENCO in Training	Mrs Toni Mahler-Strzelecki

This policy applies to all pupils and staff of The Damara School and is available from the school office and is available on the school website.

For complaints concerning the procedures used in internal assessment of GCSE, Functional Skills, BTEC, Entry Level, Level 1 and Level 2 coursework.

(Please note that appeals cannot be made regarding the actual marks or grades submitted by the school for moderation by the awarding bodies).

In accordance with the general regulations for approved centres produced by JCQ and awarding bodies, The Damara School is committed to ensuring that:

• Internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills.

• Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject.

• The consistency of internal assessment is assured through internal standardisation as set out by the awarding bodies.

• Staff responsible for internal standardisation and/or assessment, attend any compulsory training sessions.

Written Appeals Procedure

Each awarding body publishes procedures for appeals against its decisions, the Exams Officer and Exams Administrator will be able to advise students and parents of these procedures.

Appeals may be made to the school regarding the procedures used in internal assessment, but not the actual marks or grades submitted by the school for moderation by the awarding body.

A student or parent wishing to appeal against the procedures used in internal assessments should contact the Exams Officer as soon as possible to discuss the appeal, and a written appeal must be received by the school at least two weeks before the date of the last external exam in the subject.

Please note: internal candidates and/or their parents/carers are **not** entitled to appeal directly to the awarding body. Representations **must** be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements. **Only in the most exceptional circumstances**, for example permanent centre closure, will an awarding 2 body accept an appeal directly from an internal candidate. (JCQ 2026 A guide to the awarding bodies' appeals processes)

On receipt of a written appeal, the Head of Centre will appoint the Exams Officer and the subject lead, to conduct an enquiry into the internal assessment. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirements of the awarding body.

The student appealing will be informed in writing of the outcome of the appeal, including details of any relevant communication with the awarding body and of any steps taken to further protect the interests of the candidates.

The outcome of the appeal will be made known to the Head of Centre and will be logged as a complaint under the complaint's procedure. A written record of the appeal will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed.

School Policy on Enquiries About Results (EAR)

The school will support all enquiries about results provided:

a) The candidate gives written consent

b) The candidate incurs all costs associated with the enquiry

Statement for Students: ***"If at any stage during your exam courses you have concerns about the procedures used in assessing your internally marked work for public exams (e.g. coursework / portfolio / projects) you should see the Exams Officer as soon as possible."***

Internal Assessment Procedure – Appeals

PLEASE NOTE: appeals may be made regarding the procedures used in internal assessment **but not the actual marks or grades submitted** by the school for moderation by the awarding body.

This is to let you know how to appeal about the procedures used in **internal assessment** for work that **contributes** to a GCSE, Functional Skills, BTEC or ELC award.

• The procedure at The Damara School will be supervised by the Exams Officer and Exams Administrator.
• Any appeal will be considered by at least three members of The Damara School staff, including the Exams Officer and a member of the school's leadership team.
• You will be allowed to be supported in the presentation of your case by a parent, guardian, or friend.
• A written record of all appeals will be held in the Exams Office. This will include a record of the outcome, including the reasons for that outcome. A copy will be sent to you.
• All appeals will include a review of the procedure used at The Damara School to award marks for internal assessments to ensure that this complies with the requirements of the awarding body and JCQ.
• You must complete the relevant form at least two weeks before the date of the final written examination paper in the subject that exam session. An internal appeal will be resolved by the date of the final written examination paper of the session.
• The Damara School will inform the awarding body of the outcome of any appeal which has implications for the conduct of examinations of the issue of results at The Damara School and full details of any appeal will be made available to the awarding body on request.

How do I make an appeal?

• You should seek advice from your form teacher or relevant subject teacher.
• If you wish to make an appeal, please contact the Exams Officer.

External Exam Appeals

Enquiries about Results (EARs) (public examinations)

An appeal may be made against a public examination result by a candidate or by their parents/guardians on their behalf. It is recommended that all candidates seek the advice of the relevant subject lead prior to applying for an EAR. As a rule of thumb, candidates should not be advised to proceed with an EAR unless there are good reasons for doing so, e.g. if the candidate's overall result is very close to the next superior grade boundary or when the result is evidently out of line with the candidate's previous performance, in which case a Clerical Check (EAR Service 1) may be more appropriate.

Where a dispute occurs between the parent/student and the school, for example the school does not uphold the decision to request EARs after an investigation between the subject lead, SLT and subject teacher, the family may proceed at their own cost.

Candidates and their parents must be informed of the EAR processes and fees in writing prior to the start of the examinations season, as per JCQ's regulation. They must also be advised that results may go down as well as up following an EAR, which could in turn affect the overall grade awarded. Finally, candidates and parents must be made aware that should the Examining Body find that the mark originally awarded was 'reasonable' (within a certain, unpublished tolerance margin), the result may – and probably will - be upheld.

EAR forms will be available on results day and we aim to process them as soon as possible. Applications may be made directly with the school by e-mail if the candidate is unable to attend results day. No EARs will be processed without payment. The Exams Officer/Exams Administrator will print and file a copy of the acknowledgement e-mail. Upon receipt of the 4 results (this may take several days or weeks depending on the examining body or nature of the enquiry), candidates will be informed of the outcome, typically by e-mail using one or more of the parental addresses registered on the school database; a copy of the outcome pdf from the examining body (or a printout from the relevant web page) will be e mailed/posted to them. The relevant subject lead will be copied on all communications.

Should the EAR result in an increased grade change, the fee or part thereof will be waived in accordance with the relevant examining body's policy.

No EARs must be processed without the candidate's and their parents' consent under any circumstances, even at a subject lead's request. The request form must be duly signed by the candidate and the Exams Officer/Exams Administrator will keep a copy on file.

Some subject leads may wish to order copies of some candidates' scripts for teaching or training purposes. This can only happen with the written consent of the candidate. The candidate may well agree to their script being ordered and used in class but, unless they have clearly stated that they are happy for their name to remain on the script, it must be removed from all copies immediately.

Further guidance can be found at: JCQ 2026 A guide to the awarding bodies' appeals process