Bosco	
Policy:	**Internal Appeals Procedure for Internal Assessments and Post-Results Services**
Applies to:	**College**
Reviewed:	**August 2026**
Next Review:	**September 2027**

Introduction
Bosco Centre College is committed to ensuring that assessments are conducted fairly, consistently, and in accordance with the awarding body's regulations. This procedure outlines the steps students can take if they wish to appeal against an internal assessment or post-results decision.

Grounds for Appeal
Students may appeal on the following grounds:

- Procedural error
- Administrative error
- Unfair or biased marking
- Other relevant reasons

Informal Resolution

1. **Initial Discussion**: The student should first discuss their concerns with the subject teacher or the relevant head of department.
2. **Informal Resolution**: If the issue can be resolved informally, the teacher or head of department will take appropriate action to address the student's concerns.

Formal Appeals Process
If the issue is not resolved informally, the student can proceed with a formal appeal.

Step 1: Submission of Appeal

- **Form**: The student must complete an Internal Appeals Form (see template below).
- **Deadline**: The form must be submitted within 10 school days of the assessment or receipt of the result.
- **Submission**: The form should be submitted to the Examinations Officer.

Internal Appeals Form

Section	Details
Student Name	
Student ID	
Subject	
Teacher/Assessor	
Grounds for Appeal	
Details of Appeal	
Student Signature	

Section	Details
Date	

Step 2: Acknowledgement of Appeal

- The Examinations Officer will acknowledge receipt of the appeal within 3 school days.
- A copy of the appeal will be sent to the relevant teacher/assessor.

Step 3: Investigation

- The Examinations Officer will appoint an independent reviewer, who was not involved in the original assessment, to investigate the appeal.
- The investigation will include a review of the assessment materials, the student's work, and any other relevant documentation.

Step 4: Decision

- The independent reviewer will make a decision within 10 school days of receiving the appeal.
- The decision will be communicated to the student, the relevant teacher/assessor, and the head of department.

Step 5: Further Appeal

- If the student is not satisfied with the decision, they may request a further review by the Principal.
- This request must be made in writing within 5 school days of receiving the decision.
- The Principal's decision will be final and communicated within 10 school days.

Post-Results Services Appeals

This procedure confirms Bosco's compliance with JCQ's General Regulations for Approved Centres (section5.13).

Candidates will be made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware/informed by letter prior to the release of results.

If the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check)

This is the only service that can be requested for objective tests (multiple choice tests)

- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)

This service is only available for externally assessed components of GCE specifications (an individual awarding body may also offer this priority service for other qualifications)

- Service 3 (Review of moderation)
- This service is not available to an individual candidate

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

After the release of results, candidates may ask for the return of written exam papers (ATS). Centre staff may also request scripts for investigation or for teaching purposes, for which the consents of candidates must be obtained.

When the centre supports a concern that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

For any moderated components that contributed to the final result, the centre will:

- confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- consult the moderator's report/feedback to identify any issues raised
- determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample

Following the RoR outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal.

The JCQ publications Post-Results Services and JCQ Appeals Booklet (a guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the Head of Centre is satisfied after receiving the RoR outcome, but the candidate (or their parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the Head of Centre. The candidate/parent/carer must set out clearly the grounds on which they wish to appeal as detailed in the JCQ Appeals Booklet and submit this to the College.

Following this, the Head of Centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

If a candidate is not happy with the Head of Centre's decision they can appeal to the chair of trustees.

The internal appeals form should be completed and submitted to the centre within 10 calendar days of the notification of the outcome of the RoR. Subject to the Head of Centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of the awarding body issuing the outcome of the review of results process.