



IQPlus Childcare and Educational Services Ltd  
Guidance on Enquiries or Appeals for  
GCSEs/iGCSEs, A-level and non GCSE qualifications

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## **Policy on enquiries and appeals concerning Academic qualifications**

The JCQ awarding bodies will consider an enquiry or appeal from IQ Plus only after the IQ Plus' own internal appeals procedure has been exhausted.

This policy applies only to Edexcel Awards, GCSEs/iGCSEs, A levels and Functional Skills qualifications.

The JCQ awarding bodies will only consider enquiries or appeals submitted by the Head of IQ Plus.

The following are situations where an enquiry or appeal can be made:

- IQ Plus disagrees with the outcome(s) from Awarding body's external quality assurance activities
- The learner questions an approval (centre or qualification approval) or a qualification decision (e.g. malpractice) made by an awarding body.
- The learner considers that a decision continues to disadvantage her/him even after the outcome of the IQ Plus's internal appeals procedure.

The JCQ awarding bodies expects most enquiries or appeals from individual learners to be resolved within IQ Plus. Each Awarding body will only consider an individual learner's enquiry or appeal after the IQ Plus's internal enquiries or appeals procedures have been fully utilised enquiry or appeal concerning an individual learner must be made through the learner's centre and submitted by the Head of IQ Plus.

There are four possible stages at which an appeal can be made:

- stage 0: Centre Enquiry
- stage 1: Quality Review Panel
- stage 2: Quality Standards Panel
- stage 3: Independent Appeals Panel.

For any appeal case that goes beyond stage 2, the Independent Appeals Panel will conduct this final stage of the appeals process. The outcome of the Independent Appeals Panel is final; there is no further right of appeal beyond this stage.

When the outcome of an enquiry or appeal questions the validity of other results, the relevant awarding body will take appropriate action to protect the interests of other learners and the integrity of the qualification.

## Guidance on Enquiries or Appeals for GCSEs/iGCSEs, A level and non GCSE qualifications

IQ Plus is required to have a centre policy on enquiries and appeals concerning academic qualifications, and procedures in place to support the centre policy. It is essential that the policy is communicated to staff and learners.

This enquiries and appeals policy must be read in conjunction with *Centre Guidance on Policies and Related Procedures*.

### Enquiries

IQ Plus may make an enquiry to JCQ awarding bodies, about the outcomes of any assessment or approval decision affecting the centre or the learners. Enquiries must be made within 30 days of being notified of JCQ awarding body's original decision.

JCQ awarding body will respond within 30 days of receiving the enquiry.

If the centre is dissatisfied with the outcome of the enquiry, it may appeal against Awarding body decision.

An enquiry from an individual learner must first go through the internal enquiries and appeals procedures of IQ Plus Education centre before the enquiry is submitted to the appropriate Awarding body.

### Appeals

For appeals made against an Awarding body's decision, the appeals procedure will focus on whether awarding body:

- used procedures that were consistent with the requirements of the regulators
- applied the procedures properly and fairly in arriving at judgements.

In respect of assessment outcomes, the appeals process investigates procedures and is not concerned with making judgements about the learner's work. Appeals do not inevitably involve the re-marking or reassessment of the learner's work but a review of the learner's work may be ordered if the outcome of the appeal authorises such a decision.

An appeal from an individual learner must first go through the internal appeals procedures of the learner's centre before the appeal is submitted to the relevant awarding body. The learner's Head of IQ Plus is required to submit the appeal on the behalf of the learner to the Awarding body. When reviewing an individual learner appeal, the Awarding body, will consider whether the procedures followed by IQ Plus were consistent with the centre's appeals policy.

## Conditions of appeals

The Awarding body will only consider an appeal if the following conditions have been met:

- the appeal is submitted to Awarding body in writing by the Head of IQ Plus and includes the grounds for appeal and any supporting document
- an appeal is submitted to Awarding body once IQ Plus' own internal appeals procedures have been exhausted
- the individual learner remains dissatisfied at the outcome of the IQ Plus internal appeals procedures and wants to pursue the appeal further with the Awarding body. In such case the appeal must be submitted to Awarding body in writing by the Head of IQ Plus and include the grounds for appeal and any supporting documents
- the appeal is submitted to Awarding body within 14 calendar days of the receipt, by the appellant, of the Awarding body's decision under question
- IQ Plus notifies the Awarding body within 14 calendar days (of the receipt, by the appellant, of IQ Plus' decision under question) that an appellant has lodged an appeal with the IQ Plus' internal appeals process.

During an appeal, IQ Plus must retain all evidence relating to the appeal case. If the appeal involves the work of a learner(s), IQ Plus must retain the work of the complete cohort. The Awarding body will keep all documentation regarding an appeal for a minimum of 18 months. IQ Plus will also keep documentation relating to an appeal or an appeal to the appropriate awarding body for a minimum of 18 months.

## Stage 1: Quality Review Panel

Stage 1 of the appeals procedure involves a review of the appeal, by the Quality Review Panel. The Quality Review Panel will make enquiries based on the nature of the appeal and on this evidence decide if any further work relating to the appeal should be authorised. For the majority of cases, the appeal can be resolved at this stage.

The Awarding body will communicate the outcome of the hearing to the Head of IQ Plus within 7 calendar days of the hearing. A report of the hearing will be sent to the appellant within 28 calendar days of the hearing.

In cases where the appellant remains dissatisfied after notification of the outcome of stage 1, the appellant may progress to stage 2. To progress to stage 2, the Head of IQ Plus must submit a written request to the Awarding body within 14 calendar days of receipt of the outcome of stage 1 or any further work resulting from stage 1, whichever is the later.

## Stage 2: Quality Standards Panel

Stage 2 of the appeals procedure involves a hearing by the Quality Standards Panel. The Panel will include in the decision making at least one independent member, who has had no previous involvement with the case.

Stage 2 of the appeals procedure permits the appellants to present their case to the Quality Standards Panel. Further detail on the procedures can be found in *Centre Guidance on Policies and Related Procedures*.

The Panel will consider an appeal for stage 2 provided that:

- the appeal is submitted in writing by the Head of IQ Plus
- the appeal is submitted within the time limit of 14 calendar days of receipt of the outcome of stage 1 or any further work resulting from stage 1, whichever is the later
- Awarding body's stage 1 appeal process has been exhausted.

Each Awarding body will communicate the outcome of the hearing to the Head of IQ Plus within 7 calendar days of the hearing. A report of the hearing will be sent to the appellant within 28 calendar days of the hearing.

### Stage 3: Independent Appeals Panel

In the event of stages 1 and 2 being exhausted without a satisfactory resolution, stage 3 of the appeals procedure can be invoked. In stage 3 the case will be put before an Independent Appeals Panel. The chair of the Panel will consider an appeal for stage 3 provided that:

- the appeal is submitted in writing by the Head of IQ Plus
- the appeal is submitted within the time limit of within 21 calendar days of receipt of the outcome of stage 2 or any further work resulting from stage 2, whichever is the later
- Awarding body's stage 2 appeal process has been exhausted.

The chair of the Independent Appeals Panel will decide if there is an appeal case to be heard. The appellant will be notified within 14 calendar days if the case has been accepted or not. If it has been accepted the Independent Appeals Panel will be arranged and the case will be heard.

Stage 3 is the final step in the appeals process. At stage 3 a final decision will be made regarding the outcome of the initial appeal. The Independent Appeals Panel will communicate the outcome of the hearing to both parties within 7 calendar days of the hearing. A report of the hearing will be sent to both parties within 28 calendar days of the hearing.

## Fees

For details on fees for appealing, please refer to the document *Centre Guidance on Policies and Related Procedures*.

If awarding body decides to uphold an appeal the fee will be returned to the appellant.

If a centre appeals on behalf of more than one appellant and awarding body upholds all the appeals, the whole of the hearing fee will be returned to the appellants.

If a centre appeals on behalf of more than one appellant and awarding body upholds only some of the appeals, a part of the fees proportionate to the appeals upheld will be returned to the appellants.

# APPLICATION FOR APPEAL

## JCQ/App1

<b>CENTRE NUMBER</b>							
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The details provided on or appended to this form will form the basis of the case being put forward by the appellant.

**Please indicate the type of appeal or review being initiated**

Enquiries about Results	<input type="checkbox"/>
Maladministration/Malpractice	<input type="checkbox"/>
Review of other administrative	<input type="checkbox"/>
Access Arrangements or Special Consideration	<input type="checkbox"/>

If this is an appeal against the outcome of an enquiry about results or an access arrangement/special consideration decision, please indicate below whether this is an application for a Stage 1 or a Stage 2 Appeal.

Stage 1	<input type="checkbox"/>	Stage 2*	<input type="checkbox"/>
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**\*Please note that IQ plus cannot proceed to a Stage 2 Appeal unless they have already initiated a Stage 1 Appeal and this appeal has been completed.**

1. Name of head of centre or private candidate, or in cases of malpractice, centre member of staff making the application:

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2. Centre name:

.....

3. Address:

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4. Telephone number: ..... Fax number: .....

5. Name and position of person to contact at the centre:

.....

6. E-mail address of contact person: .....

7. Examination series: .....

8. Title and level of specification and unit/component number (if applicable):

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9. Name(s) and candidate number(s) of candidates on whose behalf you are appealing. Additionally, if this is an appeal against the outcome of an enquiry about results please indicate the grade being appealed. If your appeal is an enquiry about results appeal against the specification grades awarded to an entire class/cohort, merely indicate "All".

Candidate Name	Candidate Number	Grade
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**Please return the completed form to the relevant awarding body.  
If you have not received an acknowledgement within five working days,  
please contact the awarding body.**

## **Appendix A**

**The form and supporting documentation should be returned to:**

### **AQA**

Head of Performance Standards  
AQA

Devas Street  
Manchester

M15 6EX

### **OCR**

Appeals Team  
OCR

1 Hills Road  
Cambridge

CB1 2EU  
[appeals@ocr.org.k  
k](mailto:appeals@ocr.org.uk)

### **Pearson**

Appeals Office

One90 High Holborn  
London

WC1V 7BH  
[edexcelappeals@pearson.co  
m](mailto:edexcelappeals@pearson.com)

The internal appeals procedures for IQ Plus have been produced to demonstrate compliance with the following:

**JCQ General Regulations for approved centres** <http://www.icq.org.uk/exams-office/general-regulations>

## **Controlled Assessments, Coursework and Portfolios of Evidence**

### **5.8 The centre agrees to**

have in place, and be available for inspection purposes, a **written** internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)

## **Post-Results Services and Appeals**

### **5.14 The centre agrees to**

have available for inspection purposes and draw to the attention of candidates and their parents/carers, a **written** internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

**JCQ Post-results services** <http://www.icq.org.uk/exams-office/post-results-services>

### **6.4 Submission of requests**

Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.**

## **8. Appeals**

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to

express their views. **Awarding bodies can only enter into discussions over appeals with centres and private candidates.**

**JCQ A guide to the awarding bodies' appeals processes** <http://www.jcq.org.uk/exams-office/appeals>

12. Please note that 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.

**Ofqual GCSE, GCE, Principal Learning and Project Code of Practice**

<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place:

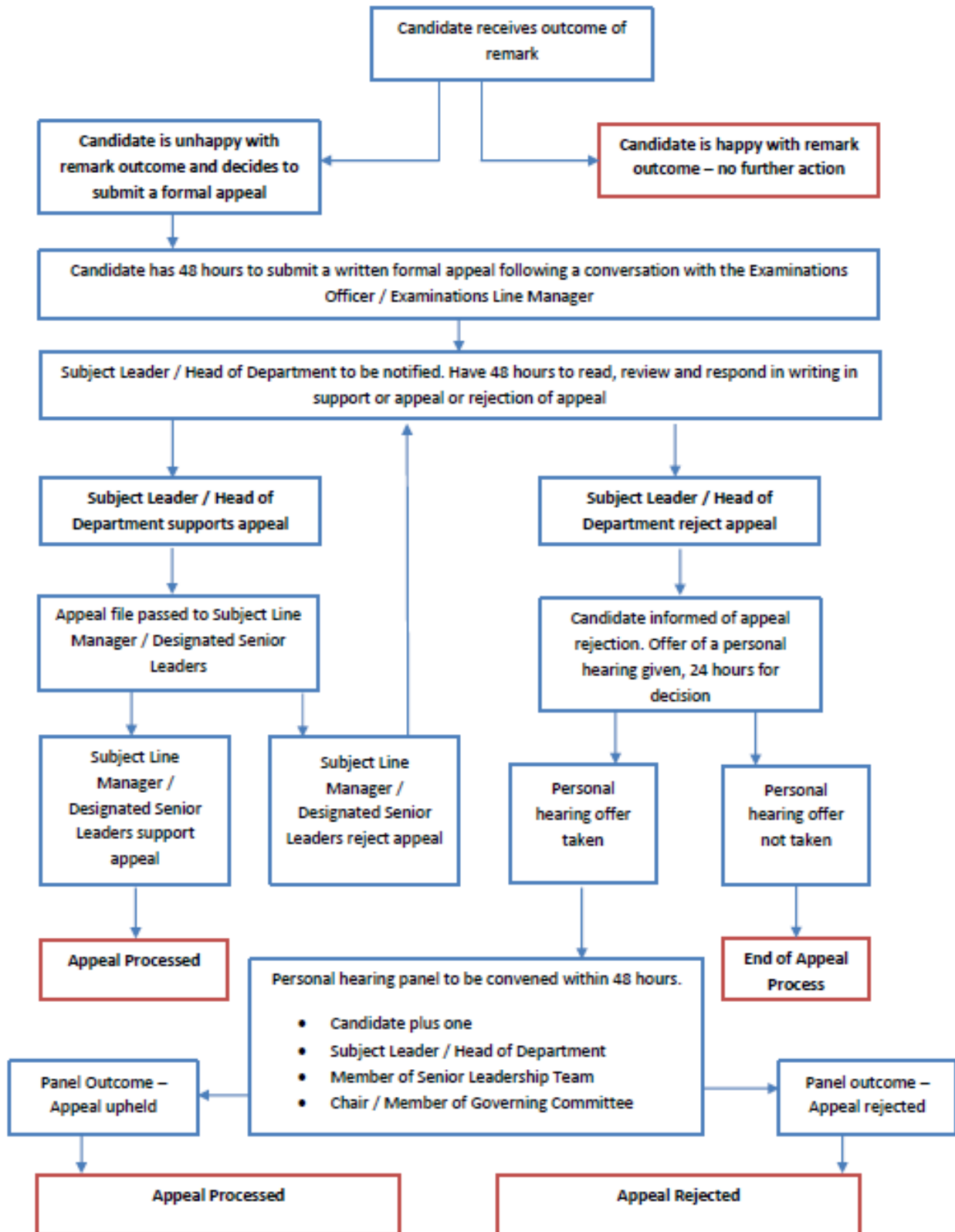
iii.a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by

the centre not to support an enquiry.

Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.

9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

### Outcome of an enquiry about results appeals process



**Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.**

Further information can be obtained from:

<http://www.jcq.org.uk/exams-office/controlled-assessments> <http://www.jcq.org.uk/exams-office/coursework> <https://www.gov.uk/appeal-exam-result>

<http://www.jcq.org.uk/examination-system/the-appeals-process>

## **Policy Review Date**

This policy is reviewed **annually** to ensure compliance with current regulations

The policy is next due for review in **January 2022**

The exams policy will be reviewed by the **Head of Centre and Exams Officer**.

Head of centre: **Mr Jhangeer Hussain**

Exams officer: **Mr Colin Wiggan**