



HERSCHEL GRAMMAR SCHOOL

Examination Post-Results Procedures & Appeals Policy (Including NEA) for GCSE and A Levels

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Responsibility:

LGB

Approved by full Governing Body

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***subject to any relevant changes in legislation or other appropriate guidelines**

Context

Examination papers are set by the awarding bodies, and the same papers are sat by candidates across the country. These papers are then marked externally by the awarding bodies and results are published to all candidates on Thursday 14th August 2025 for A Level results and Thursday 21st August 2025 for GCSE results.

Post Results Services

Following the issue of results, a variety of post results services are available to candidates. Information regarding these services, plus the dates by which the school needs to receive requests in order to comply with awarding body deadlines is shown below.

Details of how to apply for post results services and the fees that are applicable are emailed to students prior to and on results days and are also made available on the Herschel Grammar School Web-site here: <https://www.herschel.slough.sch.uk/for-students/exams-information/>. Herschel Grammar School cannot guarantee that post-results service requests submitted after the internal deadlines will be forwarded to the awarding bodies

The awarding bodies train their reviewers to conduct reviews of marking accurately and consistently. Reviewers will not re-mark the script, they will only act to correct any errors identified in the original marking. Only those marks that are the result of a genuine marking error, not a difference in judgement, will be changed.

The majority of reviews of marking requests do not result in a change to a grade, simply because the review of marking has shown that the original grade was accurate. However, it is possible that, following a clerical check or review of marking, a candidate's grade and/or marks could go up, go down or stay the same.

Services Available

Priority Copy of Script

Candidates may request a copy of their marked exam script in order to help decide whether to proceed with a review of marking request. The script should be returned in time for a student to proceed with a review.

Review of Marking

This is a review of the original marking to ensure that the mark scheme has been applied correctly. *It is not a re-mark*. The outcome should be issued within 20 days of the awarding body receiving the request.

A marking error can occur because of:

- an administrative error;
- a failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer;
- an unreasonable exercise of academic judgement.

Note that if a request is made for a review of the result of one or more examinations after the subject grade has been issued, there are three possible outcomes:

- The original mark is lowered, so the final grade may be lower than the original grade received.

- The original mark is confirmed as correct, and there is no change to the grade.
- The original mark is raised, so the final grade may be higher than the original grade received.

Priority Service Review of Marking

This service is similar to the review of marking above but is prioritised for candidates who have college or university places, pending results. The outcome should be issued within 15 days of the awarding body receiving the request.

Non-priority script to support teaching and learning

Teaching staff may request copies of scripts to use for teaching and learning. They will obtain a student's permission prior to requesting scripts.

Fees

Note that in all but very exceptional circumstances the fees for post-results services will be paid by the candidate. Details of fees and method of payment will be available on the Herschel Grammar School Web-site: <https://www.herschel.slough.sch.uk/for-students/exams-information/>. Prices quoted are per paper or unit, not per subject. All fees must be paid in full before any post-results services can be processed.

Appeals

If a candidate remains dissatisfied following the outcome of a review of their results, they are advised to refer to the following JCQ publications before requesting an appeal:

https://www.jcq.org.uk/wp-content/uploads/2025/05/Post-Results-Service_25_FINAL.pdf

<https://www.jcq.org.uk/exams-office/appeals/>

<https://www.gov.uk/government/publications/ofqual-guide-for-schools-and-colleges-2025/ofqual-guide-for-schools-and-colleges-2025#reviews-and-appealsfor-gcses-as-a-levels-and-technical-qualifications-within-t-levels>

Appeals for internal candidates can only be submitted by the Head of Centre, and not by the candidates themselves.

Awarding bodies will only accept appeals following the outcome of a review of results or clerical check. Appeals can only be lodged where there are clear and specific grounds for complaint. Appeals do not normally involve the further remarking of work, unless it is found that the review of marking was not carried out in accordance with accepted procedures. The appeals process is an investigation to ensure that procedures have been correctly applied. Appeals submitted after a review of marking that has resulted in a change to the marks are less likely to be upheld, as the review process is intended to identify and correct any marking errors.

Candidates and/or their parents or carers must provide the initial written justification for any appeal. This should clearly outline the grounds on which the appeal is being made. While candidates may seek

advice from subject teachers to support their case, teachers are not obliged to provide such advice, and there is no implied entitlement to receive guidance or assistance for appeals, particularly outside of term time. The use of artificial intelligence tools to formulate rationale or evidence is strongly discouraged and should not be relied upon. Any appeal that is found to have been prepared using such tools may be subject to rejection by the school.

In considering the case for internal applicants, the school will take into account all relevant factors before deciding whether to support the appeal. If, after reviewing the evidence, the school does not believe the appeal is justified, it will inform the student and their parents/carers of this decision. The school will consider their views but retains the final authority on whether to proceed with the appeal.

It is important to note that both school and awarding body deadlines for appeals are fixed and cannot be extended, including in cases where advice or support may be unavailable outside of term time. School deadlines are carefully set to ensure that all necessary steps can be completed in time to meet the awarding body's final submission requirements. Candidates and families are therefore strongly encouraged to act promptly and ensure that any appeal is submitted within the required timeframe. Appeals may be declined where the school determines that a satisfactory investigation cannot reasonably be completed within the stated timeframes.

The Exams Office will communicate the final decision on whether the school will support an appeal, along with the rationale behind it, to both the student and their parents or carers.

Candidates' grades may go up, down or stay the same following an appeal. It is important that candidates are aware of this before the decision is made to submit an appeal.

Grounds for appeal will be where the appellant (that is, the Head of Centre) believes that either:

- A marking or moderation (or review of marking/moderation) error has occurred
- or
- The awarding body did not apply its procedures consistently, properly or fairly

Process for Appeals

There is generally a two-stage appeals process:

- Stage One – the preliminary appeal – the case will be reviewed by a member of the awarding body who has not had any previous involvement with or personal interest in the matter.
- Stage Two – the appeal hearing – the case will be considered by a panel which will include at least one independent person.

At each stage, the appeal will either be upheld, not upheld or partially upheld.

An awarding body will send the centre an outcome letter for each appeal once a decision has been reached.

Timelines for Appeals Against Post-Results Outcomes

Appeals must be submitted to exam boards within 30 days of the outcome of the review being issued by them (i.e., the date on the outcome letter not the date the candidate received it) and can only be submitted via the school.

Therefore, candidates who wish to proceed must complete and submit the Appeals MS Form within 5 days of the outcome being issued. This allows the school sufficient time to consider the grounds for the appeal before submission.

A link to the form is available upon request by emailing: exams@herschel.slough.sch.uk

For more information on appeals, including the criteria for lodging an Appeal and the stages of process for an Appeal, candidates should read the JCQ guide: <https://www.jcq.org.uk/exams-office/appeals>

Awarding Body Timescale for Appeals

Awarding bodies will process:

- Preliminary appeals (Stage One) within 42 calendar days of receipt of a valid application.
- Appeal hearings (Stage Two) within 70 calendar days of receipt of a valid application.
- Reviews of other administrative decisions within 42 days of receipt of a valid application.

Fees

Awarding bodies apply a fee for appeals, which is charged per unit rather than per subject. The school will also levy an administration fee. All associated fees must be paid in full by the candidate before the appeal can be submitted.

Appeals Against Malpractice Decisions

Appeals may also be lodged against decisions made in cases of malpractice. Further details on this can be found in the JCQ document Suspected Malpractice – Policies and Procedures and anyone considering requesting an appeal should read this document beforehand: <http://www.jcq.org.uk/examsoffice/malpractice>

Appeals against findings of malpractice must be made by the head of centre.

Applications for an appeal should be made within 14 calendar days of receiving the malpractice decision. The candidate will be informed if the centre is submitting an appeal against a malpractice decision on their behalf. The decision to appeal will be taken in line with the centre's internal appeals policy.

Appeals in Relation to Access Arrangements, Reasonable Adjustments or Special Consideration

Access arrangements, reasonable adjustments and special consideration decisions are based on inter awarding body procedures. The principles and regulations governing access arrangements and special consideration are set out in the JCQ documents Access Arrangements and Reasonable Adjustments and A guide to the special consideration process: <http://www.jcq.org.uk/exams-office>

In considering appeals in relation to access arrangements, reasonable adjustments or special consideration, an appeals panel will consider whether the awarding body's actions in decisions

relating to these were consistent with the published procedures and were fair. If a candidate reasonably believes that the awarding body has not followed due procedures, and the Head of Centre agrees, the Head of Centre may submit a written request for an appeal on behalf of the candidate. Applications for an appeal should be made within 14 calendar days of receiving the reasonable adjustment or special consideration decision.

Internal Appeals Procedure (IAP) for Centre-Assessed Work

Herschel Grammar School is committed to ensuring that the marking of all centre-assessed work, including GCSE controlled assessments, GCE coursework, and GCE/GCSE non-examination assessments, is conducted fairly, consistently, and in accordance with the awarding body's specifications and subject-specific guidance.

All candidate work will be marked by staff with appropriate subject knowledge, training, and experience. Where multiple teachers are involved in the marking process, internal moderation and standardisation procedures will be applied to ensure consistency across the department. The school also ensures that candidate work is authenticated in line with awarding body requirements.

Candidates have the right to request a review of the centre's marking of their assessment. To support this, subject teachers and Heads of Department may provide access to relevant materials such as specifications, mark schemes, and guidance documents.

Candidates will be informed of their raw marks prior to submission to the awarding body. These marks are provisional and may be adjusted following external moderation. Raw marks should not be considered final.

If a candidate or parent/carer believes there are significant concerns regarding the marking, they may initiate a review by completing the "Application for Review" form (Appendix 1) and submitting it to the Examinations Office either in person or via email. The Examinations Team will forward the application to the relevant Head of Department and notify the member of SLT responsible for examinations.

Applications must include specific reasons for contesting the marks, referencing relevant assessment objectives or marking criteria. Applications lacking sufficient detail will not be considered.

Upon receipt of a valid application, the Head of Department will determine who is best placed to conduct the review. Where possible, the reviewer will be someone with appropriate expertise who has not previously assessed the candidate's work and has no personal interest in the outcome. In some cases, the original marker may conduct the review if they are the only staff member familiar with the specification and criteria.

Reviews must be completed within ten school days, allowing time for any necessary mark adjustments and communication of the outcome before the awarding body's submission deadline. Candidates will be informed of the outcome in writing using the appropriate section of the "Application for Review" form.

It is important to note that any review may result in marks being increased, decreased, or remaining unchanged. The revised mark will be submitted to the awarding body. There is no further right of appeal following the outcome of an internal review.

Internal Exams (Mocks for years 11 and 13)

The school does not have a formal review procedure for internal exams. However, should a pupil feel the need to query the marking, they should make an appointment to speak to their subject teacher. The subject teacher will note the reasons for the candidate seeking a review and based on their reasons may decide to recheck their work.

Where possible a subject teacher may seek a second opinion. At this stage, verbal or written feedback will be made to the pupil.

Should the issue not be resolved within an appropriate timescale, the pupil should speak to the Head of Department or Head of Faculty. Any review of marking can result in marks being increased, decreased, or remaining unchanged.