

The appeals process

There are two stages to the appeals process:

- Stage 1 - centre review
- Stage 2 - appeal to the awarding organisation

Luckley House School will support its students/candidates through the centre review and awarding organisation appeals process. The information below describes the arrangements in place at Luckley House School for conducting a centre review and (where applicable) submitting an appeal to the awarding organisation following a centre review.

Stage 1 – Centre review

- If a student/candidate does not consider they have been issued with the correct grade, they can submit a request to the Examination Officer (Mrs Lisa Cox) to check if an administrative or procedural error has occurred
- The Examinations Officer will email the student/candidate a copy of the interactive JCQ Student Request Form for Centre Reviews and Appeals (saved in the candidate's name and candidate number) as an attachment
- On receipt, the student/candidate should open the attachment, read the important instructions, fully complete section A. Student request of the Stage one – centre review form including electronic signature and date. The form should be saved and returned as an email attachment to the Examinations Officer (lisa.cox@luckleyhouseschool.org)
- The outcome of the centre review may result in the student's/candidate's grade remaining the same, being lowered or raised
- On completion of the review Luckley House School will complete section B. Centre review outcome of the form and share with the student/candidate as a record of the outcome, in sufficient time prior to the relevant appeal to awarding organisation deadline
- If an administrative or procedural error is found, Luckley House School will submit a request to the awarding organisation to correct the error and amend the grade without the need to submit an appeal to the awarding organisation

Stage 2 – Appeal to the awarding organisation

- An appeal to the awarding organisation will only be submitted if the first stage, centre review, has been completed and the outcome of the first stage has been issued to the student/candidate
- The awarding organisation will not be able to consider an appeal that is based solely on differences of opinion - if the student/candidate wants to improve their grade they may want to consider entering for the autumn exam series
- If the student/candidate believes there is still an error following the centre review, or if the awarding organisation has made an administrative error, or the student/candidate considers that the grade awarded was an unreasonable exercise of academic judgement, the student/candidate can submit a request to the Examinations Officer to proceed with an appeal to the awarding organisation on their behalf
- To proceed, the student/candidate must complete the Stage two – appeal to awarding organisation section of the form, including electronic signature and date. The form should be saved and returned as an email attachment to the Examinations Officer
- Luckley House School will then submit the appeal on the student's/candidate's behalf according to the requirements of the awarding organisation to which it is being submitted

- The awarding organisation will determine the grade at appeal and the outcome will be final
- **The outcome of the appeal may result in the grade remaining the same, being lowered or raised**
- There is no further opportunity to appeal the outcome to the awarding organisation
- The awarding organisation's appeal outcome letter will be provided by post and email to the student/candidate by the Examinations Officer, without delay/as soon as reasonably practical after the outcome letter from the awarding organisation is received in the centre
- Should the student/candidate still remain concerned their grade was incorrect, they may be able to apply for a procedural review
- The appeal outcome letter will include the next appropriate steps, where applicable, to apply for a procedural review to the Exam Procedures Review Service (EPRS)

Note - Once a finding has been made you cannot withdraw your request for a centre review or appeal. If your grade has been lowered, you will not be able to revert back to the original grade you received on results day.

For more information please refer to the Department for Education's blog

<https://educationhub.blog.gov.uk/2021/08/07/exam-appeals-what-can-i-do-if-i-think-my-grade-is-wrong-how-do-i-appeal-what-will-happen-if-i-appeal-your-questions-answered/>