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Internal Appeals Procedure (Access arrangements, special consideration and other administrative issues) 2025- 2026

Queen Elizabeth II High School

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Centre name	Queen Elizabeth II High School
Centre number	45011
Date procedure first created	02/10/2025
Current procedure approved by	Mr Steven Slack
Current procedure reviewed by	Mrs Paula Venezia
Date of review	02/10/2025
Date of next review	02/10/2026

Key staff involved in the procedure

Role	Name
Head of centre	Mrs Charlotte Clarke
Senior leader(s)	Mr Jason Coole (Deputy Head), Mrs Julie Ozer (Business Manager), Mrs Joanne Steriopulos (Assistant Head), Mr John Kinley (Assistant Head), Mrs Olivia Graham (Assistant Head), Mr Steven Slack (Assistant Head Exams, Data and Assessment)
Exams officer	Mrs Paula Venezia
SEnCo (or equivalent role)	Mrs Leanne Edge
Other staff (if applicable)	

This procedure is reviewed and updated annually to ensure that appeals against any decision at Queen Elizabeth II High School relating to access arrangements and special consideration or other administrative issues are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ document **General Regulations for Approved Centres**. This procedure is also informed by the JCQ documents **A guide to the awarding bodies' appeals processes** (3), **A guide to the special consideration process** (1, 2, 6), **Access Arrangements and Reasonable Adjustments** (Importance of these regulations), **GR** (5.4) and **Suspected Malpractice: Policies and Procedures** (3.3).

Purpose of the procedure

This procedure ensures compliance with JCQ regulations (GR 5.3) which state that centres must have in place for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre, an internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration.

Access arrangements and reasonable adjustments

Queen Elizabeth II High School will:

- comply with the principles and regulations governing access arrangements and reasonable adjustments as set out in the JCQ document **Access Arrangements and Reasonable Adjustments**
- ensure that all staff who manage and implement access arrangements and reasonable adjustments are aware of the requirements and are appropriately supported and resourced

In accordance with the regulations, Queen Elizabeth II High School:

- recognises its duty to explore and provide access to suitable courses, to submit applications for reasonable adjustments through the access arrangements process and make reasonable adjustments to the service the centre provides to disabled candidates
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations has the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

Special consideration

Special consideration is given to a candidate who is affected by adverse circumstances beyond their control at the time of the assessment. It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment.

Queen Elizabeth II High School will:

- comply with the requirements as set out in the JCQ document **A guide to the special consideration process**
- ensure that all staff who manage and administer special consideration applications are aware of the requirements

Where Queen Elizabeth II High School has appropriate evidence authorised by a member of the senior leadership team to support an application, it will apply for special consideration at the time of the assessment for the affected candidate/candidates.

Centre decisions relating to access arrangements/reasonable adjustments and special consideration

This may include:

- a decision not to award/apply for a specific access arrangement/reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration

Where Queen Elizabeth II High School makes a decision in relation to the access arrangement(s)/reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- An internal appeals form should be completed and submitted within five working days of the decision being made known to the appellant.

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements/reasonable adjustments and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal

The appellant will be informed of the outcome of the appeal within five calendar/working days of the appeal being received and logged by the centre.

If the appeal is upheld, Queen Elizabeth II High School will
will proceed to implement the necessary arrangements
and/or submit the necessary application.

Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause Queen Elizabeth II High School to make decisions on other administrative issues that may affect a candidate's examinations/assessments.

Where Queen Elizabeth II High School may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- An internal appeals form should be completed and submitted within five working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal

within 5 working days of the appeal being received and logged by the centre.

Decisions relating to which subject and tier of entry a candidate is entered for are taken by the Head of Subject in conjunction with the subject teacher. Students wishing to be entered or withdrawn from a subject or have their tier of entry amended against the recommendations of the Head of Subject need to provide written permission from a parent or guardian prior to the amendment taking place.

- ☐ Appeal against an internal assessment decision and/or request for a review of marking
- ☐ Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

Candidate Name		Candidate Number	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below

(If applicable, tick below)

- ☐ Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking
If necessary continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Candidate Signature:

Date of signature:

This form must be signed, dated and returned to the Exams Officer on behalf of the head of centre within five calendar days of receiving your internal assessment marks or your review decision.

Complaints and Appeals log

On receipt, all complaints/appeals are assigned a reference number and logged.

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

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Further guidance to inform and implement appeals procedures

JCQ

General Regulations for Approved Centres

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

Post-Results Services

<https://www.jcq.org.uk/exams-office/post-results-services>

JCQ Appeals Booklet

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

Notice to Centres – informing candidates of their centre assessed marks

<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual

GCSE (A* to G) qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>

GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>

Pre-reform GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>

Changes 2025/2026

(Amended) Wording under heading **Special consideration** slightly amended to reflect a change in *A guide to the special consideration process* in terms of appropriate evidence - amended 'signed by a member of the senior leadership team' to 'authorised by a member of the senior leadership team'.

Centre-specific changes

Upon review in October 2025, no specific centre-related changes were made to this document.