- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted within the timescale
- Failure to inform/update candidate on the outcome of a special consideration application if rejected

Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of enquiries about results.
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/guardian) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Centre applied for the wrong post-results service for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent
- Centre fails to adhere to its internal Appeals P

Merchant Taylors' School will:

1. Ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.

2. Inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria.

3. Inform candidates that they may request copies of materials (as a minimum, a copy of their marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) within 5 school days to assist them in considering whether to request a review of the centre's marking of the assessment.

4. Having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as artwork and recordings, inform the candidate that these will be shared under supervised conditions) within 2 school days.

5. Inform candidates they will not be allowed access to original assessment material unless supervised.

6. Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review, they will need to explain what they believe the issue to be.

7. Provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 5 school days of receiving copies of the requested materials by completing the Examination Complaints and Appeals Form on the school website.

8. Allow 2 school days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks.

9. Ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.

10. Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

11. Inform the candidate in writing of the outcome of the review of the centre's marking.

The outcome of the review of the centre's marking will be made known to the Head of Centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request.

If a parent/guardian wish to complain about any non-exam related matter, they should follow the Complaints procedure for Parents/Guardians policy.

Appeals against decisions to reject a candidate's work on the grounds of malpractice

The JCQ Information for candidates documents (Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.
Merchant Taylors' School ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication does not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures. The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately.

Inform the candidate that a review of moderation (service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

The awarding body will be informed if the centre does not accept the outcome of a review.
The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

If the candidate (or their parent/guardian) believes there are grounds to appeal against the centre's decision not to support a review of marking, an internal appeal can be submitted to the centre by completing the Examinations Complaints and Appeals Form at least 14 calendar days prior to the internal deadline for submitting a request for a review of marking. No appeal will be processed without candidate signature on the Examinations Complaints and Appeals Form.
The appellant will be informed of the outcome of their appeal before the internal deadline for submitting a review of marking.

Candidates will be notified of the outcome of their review of marking by email, with the relevant Head of Department cc'd. If the candidate's grade changes, the relevant members of Senior Leadership will also be notified.

Following the review of marking 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, Cambridge Handbook, 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 review of marking outcome, but the candidate (or their parent/guardian) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the Head of Centre. 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/Cambridge Handbook. Candidates or parents/guardians are not permitted to make direct representations to an awarding body.

The Examinations Complaints and Appeals Form should be completed and submitted to the centre within 20 calendar days of the notification of the outcome of the review of marking. 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 their outcome of the review of marking. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

Head of Examinations
October 2024
To be reviewed October 2025