

## GCSE Appeals Process, 2021

### Before making an appeal

Please remember the following points before requesting an appeal:

1. All aspects of the appeals process must be conducted with **the centre at which you were entered for the subject concerned.**
2. If an appeal is submitted, the outcome may result in the grade remaining the **same**, being **lowered** or **raised**.
3. If you need any additional support or guidance about the appeals process, you should contact Mrs Duguid [sduguid@ladiescollege.ac.gg](mailto:sduguid@ladiescollege.ac.gg).  
For information about how your grade was determined or you have any other concerns, please contact Mr H Barnes [hbarnes@ladiescollege.ac.gg](mailto:hbarnes@ladiescollege.ac.gg)  
Please note that Centre Policies (<https://www.ladiescollege.com/information/examinations> ) have been approved by JCQ. This means that you cannot appeal against the use of the processes outlined in order to determine grades.
4. **Appeals will not be upheld by the awarding organisations based on the selection of evidence or the marks awarded, unless they determine that a reasonable professional judgment has not been made.** A reasonable judgement is one that is supported by evidence. An exercise of judgement will not be determined to be unreasonable simply because it is possible that that an alternative grade could have been awarded. There may be a difference of opinion without there being an unreasonable exercise of judgement. The reviewer will not remark individual assessments to make fine judgements, but will take a holistic approach based on the overall evidence. A clear error of judgment would have to be proven for an appeal to be upheld – i.e. there was no basis upon which the grade could properly have been given.
5. If you decide that you do wish to request an appeal, then you **must** complete Section A of the JCQ appeals request form:  
<https://www.ladiescollege.com/information/examinations>  
NB a written signature is not required, as long as the email is sent from your College email account, so we can be sure it has been submitted by you. Send the whole form to Mrs Duguid [sduguid@ladiescollege.ac.gg](mailto:sduguid@ladiescollege.ac.gg) You will receive an acknowledgement of receipt of this form within 2 working days of submission. Do not assume that your appeal request has been submitted successfully if you do not receive this acknowledgement.

### **Priority Appeals**

This is for those taking A-levels, so is not applicable for GCSE students.

#### **Appeals Stage 1: Centre Review**

The first stage of an appeal is for the centre that entered you to check if there was:

- an administrative error  
e.g. an incorrect grade was submitted; an incorrect assessment mark was used when determining your grade.
- or
- a procedural error  
e.g. Centre Policy not followed; access arrangements or mitigating circumstances, such as illness, not taken into account.

Once the centre review has been completed, you will receive notification of the outcome by e-mail with part B of the appeal request form completed by the centre.

#### **Appeals Stage 2: Appeal to Awarding Organisation**

If you still do not think you have the correct grade after the centre review is complete, you can ask the centre to appeal to the exam board, who will review whether:

- the college made an unreasonable exercise of academic judgement in the choice of evidence from which they determined your grade and/or in the determination of your grade from that evidence.
- the school or college did not apply a procedure correctly, e.g. they did not follow their Centre Policy, or did not take account of access arrangements or mitigating circumstances, such as illness.
- the exam board made an administrative error, e.g. they changed your grade during the processing of grades.

In order to enact this part of the process, you must complete the final section of the appeals form and return it to Mrs Duguid. You will receive an acknowledgement of receipt of this form within 2 working days of submission. Do not assume that your appeal request has been submitted successfully if you do not receive this acknowledgement.

#### **Appeals timeline**

- Priority appeals:
  - 10 August to 16 August: student requests centre review
  - 10 August to 20 August: centre conducts centre review
  - 11 August to 23 August: centre submits appeal to awarding organisation
- Non-priority appeals:
  - 10 August to 3 September: student requests centre review
  - 10 August to 10 September: centre conducts centre review
  - 11 August to 17 September: centre submits appeal to awarding organisation