Internal Appeals Policy

Vision: Grow - Flourish - Succeed
Mission: Together we inspire creative, mindful learners who value diversity, support one another and strive for success.

1. Introduction

GEMS Founders School, Dubai is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject-specific associated documents.

2. Purpose of Policy

This procedure confirms GEMS Founders School, Dubai compliance with JCQ's General Regulations for Approved Centers 2026-2027 (section 5.7) that the centre will:

- have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal.
- before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

3. Appeals Procedure against Internally Assessed Marks

Certain GCSE, AS/A-Level and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by the school and internally standardized. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

GEMS Founders School, Dubai is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. GEMS Founders School, Dubai is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardization will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

GEMS Founders School, Dubai 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 (for example, as a minimum, a copy their marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) 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 within 7 calendar days (This will either be the originals viewed under supervised conditions or copies)
5. inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised
6. Provide candidates with sufficient time to allow them to review copies of materials and reach a decision.
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 7 calendar days of receiving copies of the requested materials by completing the internal appeals form (Appendix 1).
8. Allow 7 calendar 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.
9. Ensure that the review of marking is carried out 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 the final decision will have 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.

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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional. This process is outside the control of GEMS Founders School, Dubai and is not covered by this procedure.

4. Appeals Procedure – Stage 1 and Stage 2

Following the issue of results, awarding bodies make appeals procedures available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer at the later stage.

If the candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, appeals may be considered.

Appeals currently available are detailed below.

1. Stage 1 – Centre review
2. Stage 2 – Appeal to the exam board
3. **Stage 1 – Centre Review** may be requested by candidates (or their parents/carers). If candidate don't think he/she was awarded with the correct grades, they can submit appeal to school. School will than review whether they:

- made an administrative error, e.g., they submitted an incorrect grade; they used an incorrect assessment mark when determining candidate's grade.

- did not apply a procedure correctly, e.g., they did not follow their Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness.

To help candidates to make decision whether to appeal, they can request that the following information have been shared with them on results day if not before:

- School's Centre Policy
- The sources of evidence used to determine candidate's grade along with any grades/marks associated with them
- Details of any special circumstances that have been considered in determining candidate's grade, e.g., access arrangements, mitigating circumstances such as illness.

An appeal can be submitted to the centre by using the **internal appeals form (Appendix 1)** at least **one week prior to** the internal deadline for submitting Stage 2 – Appel to the exam board.

Where the Head of Centre is satisfied after receiving the outcome of Stage 1 – Centre review, but the candidate and/or their parent/carer is not satisfied, they may make a further representation to the Head of Centre. Following this, the Head of Centre's decision as whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The internal appeals form (Appendix 1) should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the Centre review. Subject to the Head of Centre's decision, this will allow the centre to process the appeal and submit it to the awarding body within the required 14 calendar days. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission of the internal appeals form. 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.

Stage 2 - Appel to the exam board - If candidate still don't think he/she has the correct grade after the centre review is complete, they can ask school to appeal to the exam board, who will review whether:

- the school or college made an unreasonable exercise of academic judgement[1] in the choice of evidence from which they determined candidate's grade and/or in the determination of the candidate's grade from that evidence.
- The school did not apply a procedure correctly, e.g., they did not follow their Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness.
- the exam board made an administrative error, e.g., they changed candidate's grade during the processing of grades

At both stages of the process candidates will need to submit an appeal to the school and give their written consent to conduct the appeal or submit it to the exam board on their behalf. It's important to remember that grades can go down, up or stay the same through either stage of the process.

If a place at university is pending that is dependent on the appeal, candidate should tell the university he/she is hoping to go to, so they can decide how to handle their offer. Candidates should also tell the school so the school can ask the exam board to prioritise the candidate's appeal.

The internal appeals procedures for this centre have been produced to demonstrate compliance with the publications below.

1. JCQ *General Regulations for approved centres* *General Regulations - JCQ Joint Council for Qualifications*

Controlled Assessments, Coursework and Portfolios of Evidence

5.8 The centre agrees to

Have in place for inspection that must be reviewed and updated annually, a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

Post-Results Services and Appeals

5.14 The centre agrees to

Have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal.

[1] A reasonable judgement is one that is supported by evidence. An exercise of judgement will not be unreasonable simply because a student considers that an alternative grade should have been awarded, even if the student puts forward supporting evidence. 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.

2. JCQ Post-results services http://www.jcq.org.uk/exams-office/post-results-services

6.4 Submission of requests

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.**

7. Appeals

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over appeals with centres and private candidates.**

JCQ ***A guide to the awarding bodies' appeals processes*** http://www.jcq.org.uk/exams-office/appeals

Please note that candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.

Further information can be obtained from:

1. ***Appeal an exam result*** https://www.gov.uk/appeal-exam-result
2. ***The Appeals Process*** https://www.jcq.org.uk/exams-office/appeals

5. Monitoring and review

This policy has been discussed and agreed to by the GEMS Founders School teaching staff and leadership teams for implementation.

Signed ..... Date 5-Oct-2026

Senior Examinations Officer

Signed ..... Date 6/10/26

Head of Secondary/Head of Centre

Signed ..... Date 6/10/26

Vice Principal

Signed ..... Date 6/10/26

Associate Principal

Signed ..... Date 8/10/26

Executive Principal/CEO

Senior Vice President- Education

Policy review date: September 2027

Appendix A

FOR CENTRE USE ONLY	
Date received	
Reference No.	

INTERNAL APPEALS FORM

Please tick box to indicate the nature of your appeal and complete all white boxes* on the form below

- ☐ Appeal against an internal assessment decision and/or request for a review of marking
- ☐ Appeal against a decision to reject candidate's work on the grounds of malpractice
- ☐ Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- ☐ Appeal against the centre's decision relating to access arrangements or special consideration
- ☐ Appeal against the centre's decision relating to an administrative issue

*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

Name of appellant		Candidate name (if different to appellant)	
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

Appellant signature: Date of signature:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure