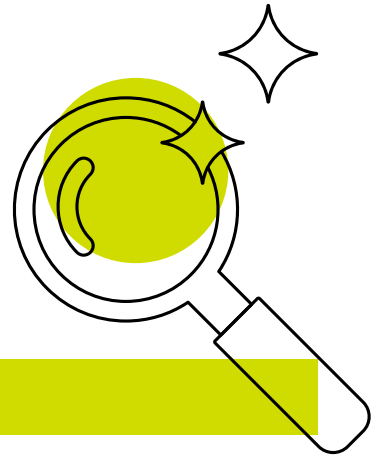


Appeals Overview

This document provides a summary of the appeals process following an exam series.

Further information on the grounds for appeal can be found in the latest **JCQ Appeals Booklet and FAQs**.



Grounds for and appeal

The grounds upon which Pearson will accept applications to appeal are:

- Appeals against results
- Appeals against malpractice decisions
- Appeals against decisions made in respect of access arrangements, reasonable adjustments or special consideration.

In addition, some other administrative decisions, such as cases of missing scripts, may be subject to review by awarding body officers.

All candidate appeals to Pearson must be submitted by the centre. Candidates are not permitted to submit appeals directly to us (other than private candidates).

Processing times for appeals

Preliminary appeals will be processed within 42 calendar days of receipt of a valid application.

Pearson aims to resolve a request for an appeal hearing within 70 calendar days of the receipt of a valid application for an appeal hearing.

Submitting an appeal

Appeals must not be submitted by the head of centre or private candidate until after the outcome of the relevant post-results service has been received.

Appeals for internal candidates must be submitted by the head of centre. A private candidate may submit an application for an appeal directly to an awarding body.

Internal 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. Appeals that are submitted directly to us by internal candidates or their parents/representatives will be invalid and will not be processed.

Information on how to submit appeal applications can be **found on our post-results services web page**.

Fees for appeals

Fees for appeals are **published on our website**. A fee will apply to the preliminary appeal and where an appeal progresses to a hearing a separate fee will apply. Where an appeal is upheld at either stage, the fee will not be charged.

Appeals relating to access arrangements, reasonable adjustments and special consideration

Appeals relating to access arrangements, reasonable adjustments and special consideration will be handled in line with the approach specified in the **JCQ A Guide to the awarding bodies' appeals processes document**.

Malpractice appeals

Malpractice appeals will be handled in line with the approach specified in **JCQ A Guide to the awarding bodies' appeals processes document**.