SOUTH WEST ESSEX
COMMUNITY EDUCATION TRUST

Orsett Heath
Academy

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

2026-2027

Centre Name	**Orsett Heath Academy**
Centre Number	**16726**
Policy reviewed by	**Fatai Adebayo**
Date of next review	**01/09/2027**

This policy is reviewed annually to ensure compliance with current regulations.

Key staff involved in the Examinations Policy:

Role	**Name**
Head of Centre	**Sian Rawson** rawsons@oha.swecet.org
Senior Leader i/c of Exams	**Martin Ovenden** OvendenM@wes.swecet.org
Exams Officer	**Fatai Adebayo** exams@oha.swecet.org
SENCo	**Angela Davies** daviesa@oha.swecet.org

This procedure is reviewed and updated annually to ensure that appeals against any decision at Orsett Heath Academy 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 publication General Regulations for Approved Centres. This procedure is also informed by the JCQ publications: A guide to the awarding bodies' appeals processes (chapters 3, 7), A guide to the special consideration process (sections 1, 2, 6), Access Arrangements and Reasonable Adjustments (Importance of these regulations), GR (section 5.4) and Suspected Malpractice: Policies and Procedures (section 3.3).

Purpose of the procedure

This procedure ensures compliance with JCQ regulations (GR 5.3) which state that centres must have in place and available for inspection, a written internal appeals procedure which must cover at least appeals regarding centre decisions relating to access arrangements and special consideration.

Access arrangements and reasonable adjustments

Orsett Heath Academy will:

- comply with the principles and regulations governing access arrangements and reasonable adjustments as set out in the JCQ publication 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, Orsett Heath Academy:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments 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 has temporarily experienced illness, injury or some other event outside of 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 his or her normal level of attainment in an assessment.

Orsett Heath Academy will:

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

Where Orsett Heath Academy has appropriate evidence signed 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 Orsett Heath Academy 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 3 working days of the decision being made known to the appellant (candidates (or parents/carers) must follow the centre's internal appeals procedure contained with the Academy complaints policy.) Appeals will be logged and acknowledged within 48 hours.
- 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 Head of Centre will normally resolve the matter within five working days of receiving notification of the complaint. In exceptional circumstances a longer time scale can be agreed, preferably with agreement with all parties.

- If the appeal is upheld, Orsett Heath Academy will proceed to implement the necessary arrangements/submit the necessary application.

Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause Orsett Heath Academy to make decisions on other administrative issues that may affect a candidate's examinations/assessments.

Where Orsett Heath Academy 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 3 working days of the decision being made known to the appellant (candidates (or parents/carers) must follow the centre's internal appeals procedure contained with the Academy complaints policy.) Appeals will be logged and acknowledged within 48 hours.

The appellant will be informed of the outcome of the appeal The Head of Centre will normally resolve the matter within five working days of receiving notification of the complaint. In exceptional circumstances a longer time scale can be agreed, preferably with agreement with all parties.