Internal Appeals Procedure (Access arrangements, special consideration and other administrative issues) 2026-2027

Horizons Elevate

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Centre name	Horizons Elevate
Centre number	51324
Date procedure first created	10/10/2025
Current procedure approved by	SLT
Current procedure reviewed by	SLT
Date of review	02/10/2026
Date of next review	02/10/2027

Key staff involved in the procedure

Role	**Name**
Head of centre	Claire Willmott
Senior leader(s)	Claire Willmott - Executive Head Charlotte Baggley - Head Ahley Sparks - Deputy
Exams Officer	Elodie Fuller
SENCo (or equivalent role)	Carol Johnson
Other staff (if applicable)	

This procedure is reviewed and updated annually to ensure that appeals against any decision at Horizons Elevate relating to access arrangements and special consideration or other administrative issues are managed in accordance with current requirements and regulations and reflects centre practice.

Reference in this procedure to GR refers to the JCQ document **General Regulations for Approved Centres**.

This procedure is also informed by the JCQ documents:

- **A guide to the awarding bodies' appeals processes** (3, 7)
- **A guide to the special consideration process** (1, 2, 6)
- **Access Arrangements and Reasonable Adjustments** (Importance of these regulations),
- **General Regulations for Approved Centres** (5.4)

- **Suspected Malpractice: Policies and Procedures** (3.3)

Purpose of the procedure

This procedure ensures compliance with JCQ regulations (GR 5.3, 5.8) which state that centres must:

- have in place for inspection, that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre, a written internal appeals procedure covering centre decisions relating to access arrangements and special consideration (with reference to the JCQ document *A guide to the awarding organisations' appeals processes*
- draw to the attention of candidates and their parents/carers their written internal appeals procedure which will cover appeals regarding internal assessment decisions, access to post-results services and appeals, and centre decisions relating to access arrangements and special consideration

Access arrangements and reasonable adjustments

Horizons Elevate will:

- comply with the principles and regulations governing access arrangements and reasonable adjustments as set out in the JCQ document **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, Horizons Elevate:

- recognises its duty to explore and provide access to suitable courses, to submit applications for reasonable adjustments through the access arrangements process 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 is affected by adverse circumstances beyond 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 their normal level of attainment in an assessment.

Horizons Elevate will:

- comply with the requirements as set out in the JCQ document **A guide to the special consideration process**

- ensure that all staff who manage and administer special consideration applications are aware of the requirements

Where Horizons Elevate has appropriate evidence authorised 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 Horizons Elevate 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 requested through named key staff in this policy, completed and submitted within 3 school days of the decision being made known to the candidate.

To determine the outcome of the appeal, the head of centre will consult the respective JCQ document 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

within 3 working days of the appeal being received and logged by the centre.

If the appeal is upheld, Horizons Elevate 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 Horizons Elevate to make decisions on other administrative issues that may affect a candidate's examinations/assessments.

Where Horizons Elevate 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 school days of the decision being made known to the candidate.

The appellant will be informed of the outcome of the appeal

within 3 working days of the appeal being received and logged by the centre.

Changes effective from 1 September 2026

(Updated) Under heading **Purpose of the procedure** references to JCQ regulations.

Centre-specific changes

New Exams Officer in Post - Elodie Fuller

Centre name change - Horizons Elevate