INTERNAL APPEALS PROCEDURE (Access arrangements, special consideration and other administrative issues) 2026/7

Bourne Community College

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Centre name	Bourne Community College
Centre number	65431
Date procedure first created	15/07/2024
Current procedure approved by	Mrs. A. Sharma
Current procedure reviewed by	Mr. J. Cariou / Mr. T. Willis
Date of review	01/07/2026
Date of next review	01/07/2027

Key staff involved in the procedure

Role	**Name**
Head of centre	Mrs. A. Sharma
Senior leader(s)	Mr. J. Cariou
Exams officer	Mr. T. Willis
SENCo (or equivalent role)	Mr. M. Wickham
Other staff (if applicable)	

This procedure is reviewed and updated annually to ensure that appeals against any decision at Bourne Community College 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 document **General Regulations for Approved Centres**. This procedure is also informed by the JCQ documents **A guide to the awarding bodies' appeals processes** (3), **A guide to the special consideration process** (1, 2, 6), **Access Arrangements and Reasonable Adjustments** (Importance of these regulations), **GR** (5.4) and **Suspected Malpractice: Policies and Procedures** (3.3).

Purpose of the procedure

This procedure ensures compliance with JCQ regulations (GR 5.3) 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, an internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration.

Access arrangements and reasonable adjustments

Bourne Community College 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, Bourne Community College :

- 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.

Bourne Community College 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 Bourne Community College 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 Bourne Community College 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
- Access Arrangements applications are submitted in advance of exam entries. Parents are advised of the schools decision to apply for access arrangements or not. If the parent wants to appeal the decision, they should contact the schools SENCO within 5 working days of receiving the decision.

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 within 5 working days of the appeal being received and logged by the centre.

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

Where Bourne Community College 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
- Special Consideration is submitted at the time of the exam or within 7 working days of the exam effected. If the parent wants to appeal the decision, they should contact the schools Exams Officer within 5 working days of receiving the decision.
  • 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 and/or special consideration and followed due procedures.
  • If the appeal is upheld, Bourne Community College will proceed to implement the necessary arrangements/submit the necessary application.

The appellant will be informed of the outcome of the appeal

within 5 working days of the appeal being received and logged by the centre.
• If the appeal is upheld, Bourne Community College will proceed to implement the necessary arrangements/submit the necessary application.

Changes 2025/2026

(Amended) Wording under heading **Special consideration** slightly amended to reflect a change in *A guide to the special consideration process* in terms of appropriate evidence - amended 'signed by a member of the senior leadership team' to 'authorised by a member of the senior leadership team'.

Centre-specific changes

Upon review in July 2026, no centre-specific updates or changes were applicable to this document.