



Internal Appeals Procedures

Ref: E007

This policy applies to all individuals on the school site/premises

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1. Appeals against internal decisions

This procedure confirms Chorlton High School's compliance with JCQ's *General Regulations for Approved Centres 2022-2023*, section 5.3 that the centre has in place "a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post results services and appeals, and centre decisions relating to access arrangements and special consideration".

2. Internal assessment marks and submission deadlines

Certain components of GCSE qualifications (GCSE controlled assessments and GCSE non-examination assessments) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

Internal submission deadlines will fall one week prior to the Awarding Body deadlines. Chorlton High School will ensure that candidates receive their marks at least 2 weeks prior to the school's internal submission deadline.

3. Marking of Non-Examination Assessment

Chorlton High School ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Chorlton High School 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. Chorlton High School 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 standardisation 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 marking standards to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

4. The Internal Appeals Process for NEA

- 4.1 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.
- 4.2 There will be an opportunity for the candidate to discuss their marks with their subject teacher before the internal submission deadline.
- 4.3 Candidates may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
- 4.4 Chorlton High School will, having received a request for copies of materials, promptly make them available to the candidate within **5 working days**.
- 4.5 Requests for reviews of marking **must** be made in writing within **5 working days** of receiving copies of the requested materials by completing the Internal Appeals Form at the end of this policy and handing to the Exams Manager for processing.
- 4.6 Chorlton High School will allow **5 working days** for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome. Candidate marks will not be submitted to the awarding body until this process is complete.
- 4.7 Any requests made later than 3 days before the schools' internal submission deadline will not be processed.
- 4.8 The review of marking will be conducted 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.
- 4.9 The reviewer will ensure that the candidate's mark is consistent with the standard set by the centre.
- 4.10 The candidate will be informed in writing of the outcome of the review of the centre's marking.
- 4.11 The outcome of any review of marking will be made known to the head of centre and will be logged as a complaint. A record will be kept and made available to the awarding body upon request. Should the review highlight any irregularity in procedures, the awarding body will be informed immediately.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Chorlton High School and is not covered by this policy.

5. Special consideration

Where Chorlton High School can provide signed evidence to support an application, we will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

This may include Chorlton High Schools decision not to make/apply for a specific 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.

If a student/parent/carers 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 using the form below.

6. Access arrangements and reasonable adjustments

In accordance with the regulations, Chorlton High School:

- 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 have 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 AARA (Importance of these regulations)

If a student/parent/carers believes Chorlton High School has not complied with these regulations, a written appeal should be submitted using the form below.

| | | |
|--|---------------------|--|
| <h1><u>Internal appeals form</u></h1> | FOR CENTRE USE ONLY | |
| | Date received | |
| Please tick box to indicate the nature of your appeal and complete all white boxes on the form below | Reference No. | |

- ☐ Appeal against an internal assessment decision and/or request for a review of marking
- ☐ 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

| | | | |
|----------------|--|------------------|--|
| Candidate Name | | Candidate Number | |
| Awarding body | | Exam paper code | |
| 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

7. Complaints and appeals log

On receipt of any requests, all appeals will be assigned a reference number and logged in the table below.

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

| Ref No. | Date received | Complaint or Appeal | Outcome | Outcome date |
|---------|---------------|---------------------|---------|--------------|
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8. Further guidance to inform and implement appeals procedures

JCQ

- ▶ General Regulations for Approved Centres
<https://www.jcq.org.uk/exams-office/general-regulations>
- ▶ Post-Results Services
<https://www.jcq.org.uk/exams-office/post-results-services>
- ▶ JCQ Appeals Booklet
<https://www.jcq.org.uk/exams-office/appeals>
- ▶ Notice to Centres - Reviews of marking (centre assessed marks)
<https://www.jcq.org.uk/exams-office/coursework>
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- ▶ Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- ▶ Access Arrangements and Reasonable Adjustments <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- ▶ A guide to the special consideration process <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

Ofqual

- ▶ GCSE (9 to 1) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- ▶ GCSE (A* to G) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>
- ▶ GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>
- ▶ Pre-reform GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>

Complaints and Appeals Procedure

If a student/parent/carer has a general concern or complaint about Chorlton High School's delivery or administration of a qualification he/she is following, we encourage you to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the Head of Centre.

If a complaint fails to be resolved informally, a formal complaint can be made using the form below.

Complaints and Appeals form

Please tick box to indicate the nature of your complaint/appeal

| FOR CENTRE USE ONLY | |
|---------------------|--|
| Date received | |
| Reference No. | |

- ☐ Complaint/appeal against the centre's delivery of a qualification
- ☐ Complaint/appeal against the centre's administration of a qualification

| | |
|---|--------------------|
| Name of complainant/appellant | |
| Candidate name (if different to complainant/appellant) | |
| Please state the grounds for your complaint/appeal below: | |
| | |
| If your grounds are lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate | |
| If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed | |
| Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s) | |
| Complainant/appellant signature: | Date of signature: |

This form must be completed in full - an incomplete form will be returned to the complainant/appellant