

# INTERNAL APPEALS PROCEDURE (EXAMS)

Appeals regarding Internal Assessment decisions

Post Results Services and Appeals

Centre decisions relating to Access Arrangements and Special Consideration

**2022 - 2023**

Reviewed by:	Role:	Signature:	Date:
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This procedure will be reviewed on an annual basis

## **Purpose of the procedure**

This procedure confirms Hollingworth Academy's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3x) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

## **Appeals procedure relating to internal assessment decisions (centre assessed marks)**

Certain components of GCSE non-examination assessments) and other qualifications such as BTEC, that contribute to the final grade of the qualification are internally assessed (marked) and standardised by the centre. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

Hollingworth Academy ensures that all centre staff follow a robust Non-Examination Assessment Policy and candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity.

Hollingworth Academy 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 and that this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject-specific associated documents.

Prior to submitting marks to the awarding body, candidates will be informed of their centre assessed marks and if a candidate believes that the above procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the mark scheme to his/her marking, then they make use of the appeals procedure below to consider whether to request a review of the centre's marking.

**Note: Appeals may only be made against the process that led to the internal assessment and not against the mark or grade submitted to the awarding body.**

1. Hollingworth Academy will ensure that candidates are informed of their centre assessed marks by a report produced by the Academy's MIS, from which they will be directed to the appeals procedure on the Academy's website. This is so they may request a review of the centre's marking before marks are submitted to the awarding body.
2. Hollingworth Academy will inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria.
3. Hollingworth Academy will also inform candidates that they 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. Hollingworth Academy will, having received a request for copies of materials, promptly make them available to the candidate and inform them that they will not be allowed access to original assessment material unless shared under supervised conditions.
5. Hollingworth Academy will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
6. Hollingworth Academy will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests **must** be made in writing to the Headteacher (using the internal appeals form).
7. Hollingworth Academy will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.

8. Hollingworth Academy will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review.
9. Hollingworth Academy will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
10. Hollingworth Academy will inform the candidate in writing of the outcome of the review of the centre's marking.

The outcome of the review of the centre's marking will be made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request. If the candidate remains dissatisfied then the centre's internal review of marking will be referred to the Senior Leadership Team.

The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

## **Appeals relating to centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal**

This procedure confirms Hollingworth Academy's compliance with JCQ's General Regulations for Approved Centres 2022-23, section 5.13 that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

Candidates are also informed of the arrangements for post-results services **before** they sit any exams within their Candidate Examination Handbook and the accessibility of senior members of centre staff immediately after the publication of results on Results Day.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

Following the issue of results awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

### **Reviews of results (RoRs) offer three services;**

- Service 1 – Clerical re-Check
- Service 2 – Review of Marking
- Service 3 – Review of Moderation - This service is not available to individual candidates.

### **Access to Scripts (ATS)**

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Written candidate consent (**informed consent via candidate email is acceptable**) is required in all cases before a request for a RoR service 1 or 2 is submitted to the awarding body, since candidate's marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

If the centre raises a query about a particular examination result, the exams officer, teaching staff and Headteacher will investigate the feasibility of requesting an enquiry at the centre's expense.

Where the centre does not uphold a request from a candidate, the candidate must pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf, via the exams officer.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the internal appeals form at least one week prior to the internal deadline for submitting a review of marking.

The candidate (or their parent/carer) will be informed of the outcome of his/her appeal within 5 days of the request.

## Appeals procedure following the outcome of a review of marking

Following the review of results outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the Headteacher is satisfied after receiving the review of results outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the Headteacher. Following this, the headteacher's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **Internal Appeals form** should be completed and submitted to the centre within **10 calendar days** of the notification of the outcome of the review of marking. Subject to the Headteacher's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to Hollingworth Academy by the internal candidate or their parent/carer on submission of the internal appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the internal candidate or their parent/carer by Hollingworth Academy.

## **Appeals regarding centre decisions relating to access arrangements and special consideration**

This procedure confirms Hollingworth Academy's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3x) that the centre will:

- 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

Hollingworth Academy will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

### **Access arrangements and reasonable adjustments**

In accordance with the regulations, Hollingworth 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 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)

### **Special consideration**

Where Hollingworth Academy can provide signed evidence to support an application, it 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.

### **Centre decisions relating to access arrangements, reasonable adjustments and special consideration**

This may include Hollingworth Academy's 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.

Where Hollingworth 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 5 working days of the decision being made known to the appellant

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.

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, Hollingworth Academy will proceed to implement the necessary arrangements to submit the necessary application.

### **Appeals regarding centre decisions relating to other administrative issues**

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

Where Hollingworth 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 the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 5 working days of the decision being made known to the appellant.

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,



## Internal Appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

- 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 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

Name of appellant		Candidate name <i>if different to appellant</i>	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below, if necessary continue overleaf.

**Appellant signature:**

**Date of signature:**

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

#### Appellant declaration

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body.

**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**

### Complaints and Appeals log

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

The outcome of any review of the centre’s marking will be made known to the Headteacher. A written record of the review will be kept and logged as an appeal, so information can be easily made available to an awarding body upon request.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date