



## Examination Procedures - Internal Appeals

<b>Applicable to:</b>	✓	Astley Community High School
		Seaton Sluice Middle School
		Whytrig Middle School
<b>Approval body:</b>	Executive Headteacher	

### Status:

<b>Statutory policy or document</b>	No
<b>Review frequency</b>	School to determine
<b>Approval by</b>	School to determine

### Publication:

<b>Statutory requirement to publish on school website</b>	No
<b>Agreed to publish on school website</b>	Yes

### Review:

<b>Frequency</b>	<b>Next Review Due</b>
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### Version Control:

Author	Creation Date	Version	Status
Data and Curriculum Services Manager (AD)	28 January 2019	0.1	Initial draft
Changed by	Revision Date		
Business Manager (BW)	13 May 2019	1.0	Final approved version for publication, following formatting changes and minor amendments

## 1 Appeals against internal assessment decisions (centre assessed marks)

- 1.1 This procedure confirms the school's compliance with the Joint Council for Qualifications (JCQ) [General Regulations for Approved Centres 2018-2019](#) Section 5.7.d, which requires that the centre has in place "a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates" and that the centre "must inform candidates of their centre assessed marks. A candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."
- 1.2 Certain components of GCSE and GCE (legacy GCE coursework, GCE and GCSE non-examination assessments) and other qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the centre. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.
- 1.3 Deadlines for the submission of marks (Summer 2019 exam series) are as follows:

Date	Qualification	Details
07/05/19	GCSE English	English Speaking Centre Assessed Marks
14/05/19	GCSE French	AQA entry level (Maths and Science) Centre Assessed Marks
15/05/19	GCSE & GCE	AQA/OCR/Edexcel Centre Assessed Marks
17/05/19	AQA	French Speaking Centre Assessed Marks
31/05/19	WJEC GCSE Art & Design	Centre Assessed Marks
31/05/19	AQA GCE Art	Centre Assessed Marks
31/05/19	OCR GCSE PE	Centre Assessed Marks

- 1.4 The 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.
- 1.5 The school ensures that all centre staff follow a robust Non-examination assessment policy (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments for all externally awarded qualifications including, but not limited to, GCE, GCSE, BTEC, Cambridge Technicals and Cambridge Nationals; including the marking and quality assurance processes which relevant teaching staff are required to follow.
- 1.6 Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. ACHS 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.
- 1.7 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 mark scheme to his/her marking, then

he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

1.8 The school will:

- ensure that 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
- 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
- having received a request for copies of materials, promptly make them available to the candidate within five working days
- provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision
- provide a Review of Results (RoR) deadline for candidates to submit a request for a review of the centre's marking; requests will not be accepted after this deadline and must be made in writing within three calendar days of receiving copies of the requested materials by completing the internal appeals form
- allow five working days 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
- 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 and has no personal interest in the review
- instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
- inform the candidate in writing of the outcome of the review of the centre's marking

1.9 The outcome of the review of the centre's marking will be made known to the Head of Centre. A written record of the review will be kept and made available to the awarding body upon request.

1.10 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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

**2 Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal**

2.1 This procedure confirms the school's compliance with the Joint Council for Qualifications (JCQ) [General Regulations for Approved Centres 2018-2019](#) Section 5.13, which requires 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..."

2.2 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.

- 2.3 Candidates are also informed of the arrangements for post-results services before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results through an information booklet distributed with an accompanying letter and also on the federation's website.
- 2.4 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.
- 2.5 There are three Review of Results (RoR) services:
- Service 1 - clerical re-check
  - Service 2 - review of marking
  - Service 3 - review of moderation (not available to an individual candidate)
- 2.6 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, as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.
- 2.7 If a concern is raised about a particular examination result, the Exams Officer, teaching staff and Head of Centre will investigate the feasibility of requesting an enquiry supported by the centre.
- 2.8 Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.
- 2.9 If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review, an internal appeal can be submitted to the centre completing the internal appeals form at least five working days prior to the internal deadline for submitting a RoR request.
- 2.10 The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting a RoR request.
- 2.11 Following the RoR 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.
- 2.12 Where the Head of Centre is satisfied after receiving the RoR 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 Head of Centre. Following this, the Head of Centre'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.
- 2.13 The internal appeals form should be completed and submitted to the centre within three working days of the notification of the outcome of the RoR. Subject to the Head of Centre'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 the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

## Appendix 1: 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

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

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**

## Appendix 2: 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 Head of Centre. 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.

This log will be retained for inspection for 6 months after the publication of results or 6 months after the closure of the appeal case, whichever is longer. After this date all paperwork pertaining to the appeal will be securely destroyed.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

## Appendix 3: Further guidance to inform and implement appeals procedures

### JCQ Publications

- 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/controlled-assessments>  
<https://www.jcq.org.uk/exams-office/coursework>  
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Notice to Centres - informing candidates of their centre assessed marks  
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

### Ofqual Publications

- 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>