



# Examinations: Internal Appeals Policy 2023-2024



Approved by:

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## Appeals Procedure for Internally Assessed Marks

The Khalsa Academy Wolverhampton is committed to ensuring that whenever its staff mark candidates' work, this is done fairly, consistently and in accordance with the regulations and 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. The Khalsa Academy Wolverhampton 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. If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

(N.B: an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body.)

1. Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.
2. Appeals must be made in writing (using the internal appeals form).
3. The head of centre will appoint a senior member of staff, e.g. an Assistant Principal or a Vice Principal, to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
4. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the awarding body's specification and subject-specific associated documents.
5. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body, and any changes made to internal assessment procedures.
6. The outcome of the appeal 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 appeal bring any irregularity in procedures to light, the awarding body will be informed.

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

Appeals procedure against centre decisions not to support an enquiry about results Following the issue of results, the general qualification awarding bodies offer post-results services. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

The service, enquiries about results (EARs), may be requested by centre staff or candidates (or their parents/carers). (EAR service 3 is not available to individual candidates). If a query is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

When the centre does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

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 an EAR.

## **Appeals procedure against centre decisions not to support an enquiry about results**

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

Any student who wishes to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

Speak to the subject lead on results day or as soon as possible thereafter (but at least 10 working days before the published deadline for EARs) in person to discuss the mark/grade.

If the academy agrees to support the EAR, the examination manager will obtain the student's consent and will make the EAR request on the student's behalf, as per the procedure outlined above.

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 an EAR.

## **Appeals procedure following the outcome of an enquiry about results**

Where the head of centre remains dissatisfied after receiving the outcome of an EAR, an appeal will be made to the awarding body, following the guidance in the JCQ publications Post-results services <http://www.jcq.org.uk/exams-office/post-results-services> and A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

Where the head of centre is satisfied after receiving the outcome of an EAR, but the internal candidate and/or their parent/carer is not satisfied, they may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

Awarding body fees which may be charged for the appeal must be paid by the appellant 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 appellant by the centre.

## Internal Appeals Form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

This form should be completed to lodge an internal appeal. It should be sent to the Examinations Officer, within the timescales indicated in the process.

Please tick to indicate what the appeal is against:

- internally assessed marks
- the centre decision not to support an enquiry about results
- the outcome of an enquiry about results

Name of complainant/appellant	
Candidate name (if different to complainant /appellant)	
Awarding Body	
Component Title and Code	
Subject	

Please state the grounds for your complaint/appeal below:

By signing below, I confirm that I have read and understood this policy.

Signature:

Date: