



**Twyford**  
**C of E**  
High School

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<b>Policy Author</b>	<b>Exams Officer</b>

<b>Key Staff Involved with this Policy</b>	
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## Types of Appeal

This policy sets out the procedures for the three different types of appeal:

- Appeals against internal assessment decisions (centre assessed marks)
- Appeals against the centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal - Review of Results (RoR)
- Appeals against the outcome of an enquiry about results
- Appeals relating to access arrangements and special consideration

Candidates will be notified about this policy by their teachers. A copy of this policy will also be available for staff and students on the centre's intranet: COPIA and on the shared folder in M: Drive

## Overview of the Internal Assessment Process

### Stage 1

Subject teachers will advise candidates of the internally set date that they must have completed and handed in their coursework<sup>1</sup> for marking by. Candidates will be made aware that failure to comply with this date may mean their work will not be marked and they will lose all marks for this component. Extensions to the set deadline must be made to the subject teacher in person and no less than 5 school days before the deadline. Extensions to this deadline are at the sole discretion of the subject teacher and their decision is final.

Subject teachers will ensure that internally assessed work is subject to internal moderation. This means subject teachers will discuss the work with a colleague who may also re-mark a sample of the work to ensure consistent marking standards are applied.

At this point the exam board will ask the centre to send all or a sample of the marked work for further moderation. In this way a candidate's work may actually be marked three times to ensure all the marking is accurate, fair and consistent.

For GCSE and GCE subjects, internal departmental moderation will take place on agreed moderation days.

Marks will be released to candidates once internal moderation has taken place. This is the first possible stage (Stage 1) where a candidate can formally appeal against the marking of their work. It is important to note that an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body. The appeal is also on the basis that when marks are released, the candidate is aware that these are still subject to external moderation which can lead to the result being confirmed, raised or lowered.

### Stage 2

All final marks will not be known until the results day.

Candidates can raise concerns about the marking of their work which may or may not result in an appeal. At this stage (Stage 2) the concern will be treated as a Review of Results (RoR).

Candidates can also raise an enquiry about the results of any mark awarded following release of results on results day. The subject Head of Department and Exams Officer should be contacted in such cases.

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<sup>1</sup> The term 'coursework' refers to GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments

## Appeals Procedure against Internal Assessment Decisions (Centre Assessed Marks)

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Twyford C of E High School and internally standardised. 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.

This procedure confirms Twyford C of E High School's compliance with JCQ's General Regulations for Approved Centres 2020-2021 (section 5.7) that the centre will:

- Have in place and be available for inspection purposes, 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
- Before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

Twyford 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.

Twyford 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, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Twyford is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is 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.

### Appeals Procedure

1. Appeals should be made as RoRly as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body. The candidate should speak to the relevant subject teacher immediately.
2. Appeals must be made in writing using the Internal Appeals Form (Appendix A) which must be submitted to the Exams Officer within 3 school days of the mark being released. Appellants may request copies of materials (e.g. 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.
3. The Exams Officer and Head of Centre will appoint a senior member of staff, such as an Assistant Headteacher or a Deputy Headteacher, to conduct an investigation. The senior member of staff will not have had any prior 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 response from the subject teacher who marked the work, any relevant correspondence with the awarding body, any changes made to internal assessment procedures and any changes made to the marks. This response will be issued within 3 school days of receipt of the written appeal.
6. If the candidate is not happy with the outcome of the investigation they will be able to request a personal hRoRing. This request must be submitted to the Exams Officer within 3 school days of investigation outcome. The personal hRoRing will be scheduled within 3 school days of the request and will be led by Head of Centre and/or Chair of Governors providing they have not previously been involved with the appeal. The decision from the hRoRing will be made in writing to the candidate within 3 school days of the date of hRoRing. This decision will be final.
7. The outcome of the appeal 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.
8. 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 Twyford and is not covered by this procedure.<sup>2</sup>

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.

The awarding body will be informed if the centre does not accept the outcome of a review.

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.

### **Overview of Review of Results (RoRs)**

- **Service 1 (Clerical re-check)** – This is a re-check of all clerical procedures leading to the issue of a result (i.e. the whole paper has been marked and all the marks have been recorded and added up correctly).
- **Service 2 (Review of Marking)** – This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly.
- **Priority Service 2 (Review of Marking)** – This service is the same as Service 2 above. However, it is only available if a GCE A-level candidate's place in higher education is dependent on the outcome.
- **Service 3 (Review of Moderation)** – This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. Please note that if your centre's controlled assessment or coursework marks have been accepted without change by an awarding body, this service will not be available. 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 IROrning

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<sup>2</sup> All of the contents on this page (p4) have been adapted from the JCQ publication [Appeals against internally assessed marks – suggested template for centres](#)

## Appeals Procedure against Centre Decisions not to Support a Review of Results

This procedure confirms Twyford C of E High School's compliance with JCQ's General Regulations for Approved Centres 2020-2021 (section 5.13) that the centre will:

- have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

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.

Candidates are also informed of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered. 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.

The service, known as a Review of Results (RoRs), may be requested by centre staff or candidates (or their parents/carers). 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.

For written components that contributed to the final result, the centre will:

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking
2. In all other instances, consider accessing the script by:
  - a. Requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline (where the service is made available by the awarding body)

**Or**

  - b. Viewing the candidate's marked script online to consider if requesting a review of marking is appropriate (where the option is made available by the awarding body)
3. Collect informed written consent/permission from the candidate to access his/her script
4. On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted
7. Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an RoR service 1 or 2 (including priority service 2) is submitted to the awarding body. Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent must only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, an RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample

Where a candidate disagrees with a centre decision not to support a RoR (a clerical re-check, a review of marking or a review of moderation), the centre will:

- For a review of marking (RoR priority service 2), advise the candidate he/she may request the review by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre
- For a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of his/her script to support a review of marking by providing written permission for the centre to access the script (and any required fee for this service) for the centre to submit this request
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (ROR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee for this service) for the centre to submit this request
- Inform the candidate that a review of moderation (ROR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

If the candidate (or his/her 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 ROR. The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an ROR.

### **Appeals Procedure Following the Outcome of an Enquiry about Results**

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.

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.

The internal appeals form should be completed and submitted to the centre within 3 school 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.

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

This procedure confirms Twyford'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
- 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, Twyford:

- 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 Twyford 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 Twyford'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 Twyford 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

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.

## **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>

### **Ofqual:**

- GCSE (9 to 1) qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCE qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>



## Appendix 1: Internal Appeals Form

This form should be completed in all cases to lodge an appeal. Please tick to indicate what the appeal is against:

- internally assessed marks
- the centre decision not to support an ROR (a clerical re-check, a review of marking or a review of moderation)
- the outcome of an enquiry about results
- centre's decision relating to access arrangements or special consideration
- centre's decision relating to an administrative issue.

Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in the awarding body specific details box

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Qualification Type and Subject		Exam paper title	
Please state the grounds for your appeal below:			
Continue overleaf if necessary			
<p><b><u>Appeal against internally assessed marks</u></b></p> <p><b>Appellant declaration</b></p> <p>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.</p> <p>Signature: _____ Date of signature: _____</p>			
<p><b><u>Appeal against the centre decision not to support an enquiry about results</u></b></p> <p><b>Appellant declaration</b></p> <p>By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.</p> <p>Signature: _____ Date of signature: _____</p>			
<p><b><u>Appeal against the outcome of an enquiry about results</u></b></p> <p><b>Appellant declaration</b></p> <p>By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.</p> <p>Signature: _____ Date of signature: _____</p>			

**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**