



# Internal appeals procedures

## 2020/21

These procedures are reviewed annually to ensure compliance with current regulations

<b>Approved/reviewed by</b>	
	
<b>Date of next review</b>	October 2021

## Key staff involved in internal appeals procedures

Role	Name(s)
Head of Centre	Mr David Alexander
Exams officer line manager (Senior Leader)	Dr Sharron Cunningham
Exams officer	Mrs Sue Sellar
SLT member(s)	Mr Ben Cheeseman Mr Steve White Mrs Kerala Cole Mrs Demelza Barker Mr Mike Merriman

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

Rednock 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.

Rednock 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 this may not have happened in relation to the marking of his/her work then he/she may make use of this appeals procedure.

Rednock School will:

1. inform candidates with an entry of centre assessed work of the mark(s) awarded and advise them that they 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 before marks are submitted to the awarding body.
2. having received a request for copies of materials, promptly make them available to the candidate within 2 working days.

3. provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.

Requests for reviews of marking must be made in writing using the Internal Appeals form **7 working days** before the submission of marks to the exam board

4. carry out the review, make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
5. 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.
6. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
7. inform the candidate in writing of the outcome of the review of the centre's marking.

The outcome of the appeal 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 exam board. A written record of the review will be kept and made available to the awarding body upon request.

**After the candidates' work has been internally assessed, it is moderated by the awarding body to ensure 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. This process is outside the control of Rednock School and is not covered by this procedure.**

## 2. Appeals against the centre's decision not to support an enquiry about results

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 will be provided by the exams officer.

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

The JCQ post-results services currently available are detailed below.

### Reviews of Results (RoRs):

- Service 1 (Clerical re-check)

This is the only service that can be requested for objective tests (multiple choice tests)

- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)

This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)

- Service 3 (Review of moderation)

This service is not available to an individual candidate

### Access to Scripts (ATS):

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

**Written candidate consent is required in all cases before a request for an EAR 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.

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 at the centre's expense.

When the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, 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 internal appeal can be submitted to the centre by completing the **internal appeals form** at least **one week** prior to the internal deadline for submitting an EAR.

The appellant will be informed of the outcome of their appeal before the internal deadline for submitting an EAR.

## 3. Appeals procedure following the outcome of an enquiry about results

Following the EAR 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 EAR outcome, but the candidate (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 a preliminary appeal will be based upon the acceptable grounds as detailed in the *JCQ Appeals Booklet*.

The **internal appeals form** should be completed and submitted to the centre within 10 calendar days of the notification of the outcome of the EAR. 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 enquiry about 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.

**Candidates or parents/carers are not permitted to make direct representations to an awarding body. Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.**

#### 4. 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 an enquiry about results  
☐ Appeal against the outcome of an enquiry about results

<b>Name of appellant</b>		<b>Candidate name</b> <i>if different to appellant</i>	
<b>Awarding body</b>		<b>Unit/module/exam paper code</b>	
<b>Subject</b>		<b>Unit/module/exam paper title</b>	

Please state the grounds for your appeal below:

*continue overleaf if necessary*

#### Appeal against an internal assessment decision

##### 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 marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.

**Signature:**

**Date of signature:**

#### Appeal against the centre decision not to support an enquiry about results

##### Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

**Signature:**

**Date of signature:**

#### Appeal against the outcome of an enquiry about results

##### Appellant declaration

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.

**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 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.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

## 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 – informing candidates of their centre assessed marks*

<https://www.jcq.org.uk/exams-office/non-examination-assessments>