



Internal Appeals Policy

2021 - 2022

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Internal Appeals Policy

Purpose of The Policy

This policy confirms how Denton Community College complies with JCQ's General Regulations for Approved Centres 2021-2022 (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.

Key Staff Involved in The Internal Appeals Policy

ROLE
Head of Centre
Senior Leadership Team Members
Examinations Manager

Appeals Against Internally Assessed Marks

Certain GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Denton Community College 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.

Deadlines for The Submission of Marks (*Summer 2022 Exam Series*)

DATE	QUALIFICATION
15/05/2022	GCSE, Cambridge Nationals and BTEC Tech Awards
31/05/2022	GCSE Art and GCSE Photography

Denton Community College 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.

Denton Community College ensures that all centre staff follow a robust non-examination assessment policy (for the management of 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 have been trained in this activity.

Denton Community College is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body.

Internal moderation and standardisation will ensure consistency of marking where a number of subject teachers are involved in marking candidates' work.

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 their work, or that the marker has not properly applied the marking standards to their marking, then they may make use of this appeals procedure to consider whether to request a review of the centre's marking.

An appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body.

Appeals Procedure – Internally Assessed Marks

- Denton Community College 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.
- Denton Community College 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 the meeting the published assessment criteria.
- Denton Community College will inform candidates that they may request copies of materials (generally, as a minimum, a copy of their marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre’s marking of the assessment.
- Denton Community College will, having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as artwork and recordings, inform the candidate that these will be shared under supervised conditions) where possible within 5 working days.
- Denton Community College will inform candidates they will not be allowed access to original assessment material unless supervised
- Denton Community College will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision. Informing candidates that if their decision is to request a review, they will need to explain what they believe the issue to be.
- Requests for reviews of marking must be made in writing within 5 working days of receiving copies of the requested materials by completing the internal appeals form.
- Denton Community College where possible will allow 5 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 for the submission of marks.
- Denton Community College will ensure that the review of marking is conducted by someone who has appropriate competence in subject area and has no personal interest in the review.
- Denton Community College will instruct the reviewer to ensure that the candidate’s mark is consistent with the standard set by the centre.
- The candidate will be informed 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 logged accordingly in relation to the complaint/appeal and 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 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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

Appeals Procedure Against Centre Decision Not To Support 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 are provided by the Exams Manager and are given out to all students on results days along with their results.

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.

Reviews of Results (RoRs):

- Service 1 – Clerical Re-Check (This is the only service that can be requested for objective test, such as multiple-choice tests).
- Service 2 – Review of Marking.
- Priority Service 2 – Review of Marking.
- 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.

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.

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

1. Where a place at college is at risk of being removed or lost, consider supporting a request for a Priority Service 2 review of marking.
2. In all other instances, consider accessing the script by:
 - (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or,
 - (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate.
3. Collect informed written consent/permission from the candidate to access their 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 college) that a review of marking has been submitted to an awarding body.

Written candidate consent (informed consent via candidate email is acceptable) and is required in all cases before a request for an RoR service 1 or 2 (including any priority services) 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.

The service, Review of Results (RoR), may be requested by centre staff or candidates. If a query is raised about a particular examination result, the Exams Manager, 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 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.

The appeal will then be taken to the Head of Centre who will work with the Exams Manager to investigate. The candidate will be informed of the outcome of their appeal where possible within 5 working days (or at least 1 day before the deadline of the deadline for submitting an EAR).

No enquiry about result will be submitted by Denton Community College without the full consent of the candidate. This is obtained using the Enquiries About Results Form sent to candidates.

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 outcome of an EAR, but the candidate is not satisfied, they may make a further representation to the Head of Centre. 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 enquiry. Subject to the Head of Centre's decision, this will allow the centre to process the appeal and submit to the awarding body within the required 14 calendar days. 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

2021 / 2022



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 Enquiry About Results
- The Outcome of An Enquiry About Results

Candidate Surname		Candidate First Name	
Awarding Body		Exam Paper Code	
Qualification Type & Subject		Exam Paper Title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal Against Internally Assessed Marks

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:

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:



Complaints & Appeals Log

2021 / 2022



On receipt, all appeals will be assigned a reference number and logged.

The outcome of any reviews of the centre’s marking will be made known to the Head of Centre and will be logged. A written record will be kept and made available to the awarding body upon request. Should the review of the centre’s marking bring any irregularity in procedures to light, the awarding body will be informed immediately and then noted on this log.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date