



Exam Appeals Procedure

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Appeals against internal assessment of work for external qualifications

Lister Community School is committed to ensuring that when staff assess students' work for external qualifications; this is done fairly, consistently and in accordance with the awarding body specification and subject specific associated documents.

Students' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have attended training. Where a number of subject teachers are involved in marking students' work, internal moderation and standardisation will ensure consistency.

If the student does not agree with the mark given, they should

- (i) ask the teacher to explain why the mark was given;
- (ii) if they are not satisfied with the explanation then they should see the Head of the Department;
- (iii) If they are still not satisfied they can go to an Appeals Panel.

Lister Community School will

1. ensure that students are informed of their centre assessed marks so that they may request a review of the centre's marking before the marks are submitted to the awarding body.
2. inform students that they may request copies of the materials to assist them in considering whether to request a review of the centre's marking of the assessment.
3. having received a request of copies, promptly make them available to the student.
4. provide a clear deadline for the student to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing.
5. allow sufficient time for the review to be carried out, to make necessary changes to marks and to inform the student of the outcome, all before the awarding body's deadline.
6. ensure that the review of marking is conducted by someone who has not been previously involved.
7. notify the student in writing of the outcome of the review.
8. Keep a written record of the review and make it available to the awarding body upon request.

The moderation process carried out by the awarding bodies may result in a mark change, it could either go up or down, even after an internal review. The internal review process is in place to ensure consistency of the 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.

Enquiries about External Assessment Marks

Where a student is unhappy with the mark awarded for a particular exam unit e.g. written exam, a review of results may be requested via the Exams Officer. The centre will look at the marks awarded for each component, mark schemes, grade boundary information etc in order to determine if the centre supports any concerns.

The student will be required to provide written consent to acknowledge that his/her grade may be upheld, raised or lowered before an appeal is submitted to the awarding body.

Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams officer.

The JCQ post-results services currently available are detailed below

Review of Results (RoRs)

- a. Service 1: Clerical Check – This is the only service that can be requested for objective tests (multiple choice tests).
- b. Service 2: Review of Marking.
- c. Priority Service 2: Review of Marking – This service is only available for externally assessed components of GCE A Level specifications.
- d. Service 3: Review of Moderation – This service is not available to an individual candidate.

Access to Scripts (ATS)

- a. Copies of scripts to support the Review of Marking
- b. Copies of scripts to support teaching and learning

Following the Review of Results 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 student (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. Students or parents/carers are not permitted to make direct representations to an awarding body.

Appeals Against the Centre's Decision not to Support a Clerical Check, a Review of Moderation or an Appeal

Where the centre does not support the request, it is possible for the student to request a Review of Results, however in this instance the centre will ask the student to meet the cost. If the enquiry is successful, the fee is refunded by the Examinations Board.

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 student or the work of students 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, a 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 students in the original sample.