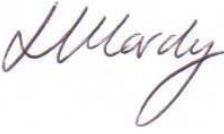




# Internal Appeals Procedures

## 2019/20

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
 K Hardy	
Date of next review	November 2020

## Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	<b>Kathy Hardy</b>
SLT members	<b>Chris Allen</b>
Exams manager	<b>Naomi Parry</b>
Exams Assistant	<b>Jade Robson</b>

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

This procedure confirms The de Ferrers Academy's compliance with JCQ's General Regulations for Approved Centres 2019-2020 (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 the 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*

Certain components of GCSE and GCE (legacy GCE coursework, GCE and GCSE non-examination assessments) and other qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the centre. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

### Deadlines for the submission of marks and last date to inform candidates of their Centre marks (Summer 2020 exam series)

Date to inform Candidates	Submission Date to Awarding Body	Qualification	Details
18/02/2020	20/03/2020	GCE (WJEC)	Drama
22/02/2020	24/03/2020	GCSE (WJEC)	Drama
01/03/2019	31/03/2019	GCSE (OCR) GCE (OCR)	PE & Computer Science
09/04/2020	07/05/2020	GCSE (AQA)	All subjects
17/04/2020	15/05/2020	Cambridge Nationals GCE (OCR) GCSE (OCR)	All subjects (except GCE & GCSE PE and Art GCSE)
17/04/2020	15/05/2020	GCE (AQA)	All subjects (except Art/Photography)
17/04/2020	15/05/2020	GCE (Pearson) GCSE (Pearson)	All subjects (except Art)
03/05/2020	31/05/2020	GCE (AQA, OCR, Pearson)	Art and Design

The de Ferrers Academy 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.

The de Ferrers Academy 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 for GCE, GCSE, Project qualifications, BTEC, CTEC, CNAT, including the marking and quality assurance processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. The de Ferrers Academy 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 the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

The de Ferrers Academy will

1. 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.
2. Inform candidates that they may request copies of materials (for example, 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. Having received a request for copies of materials, promptly make them available to the candidate within **5 calendar days**.
4. Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Provide a clear deadline for candidates 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 within 5 calendar days of receiving copies of the requested materials. Students must complete the **internal appeals form**.
6. Allow **10 calendar 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.
7. 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.
8. Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. Inform the candidate 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 made known to the head of centre. A written record of the review will be kept and made available to the awarding body upon request.

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.

## **2. Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal**

This procedure confirms The de Ferrers Academy's compliance with JCQ's *General Regulations for Approved Centres 2019-2020, section 5.13* that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical 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 manager.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results in an instruction booklet issued with their exam timetables.

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.

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 the 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

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. If a concern is raised about a particular examination result, the exams manager, teaching staff and head of centre will investigate the feasibility of requesting a review supported by the centre

2. If support is given, informed written consent from the candidate requesting the RoR service must be gained before the request is submitted
3. 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 a 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, 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 candidates in the original sample]

Where a candidate disagrees with a centre decision not to support 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 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 to 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 to 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 a review of results, an internal appeal can be submitted to the centre by completing the **internal appeals form** at least **10 calendar days** prior to the internal deadline for submitting a request for a review of results.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting a RoR.

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 **5 calendar 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.

## 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 a clerical check, a review of marking, a review of moderation or an appeal

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Subject		Exam paper title	

**Please state the grounds for your appeal below**

*(If applicable, tick below)*

- Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking

*If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed*

Appellant signature:

Date of signature:

**This form must be signed, dated and returned to the exams manager on behalf of the head of centre to the timescale indicated in the relevant appeals procedure**



## 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>

### Ofqual publications

- *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>