

Internal appeals procedures

2021/22

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Matthew Winpenny Deputy Headteacher	
Date of next review	NOVEMBER 2022

Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Amy Jackson
SLT members	Matthew Winpenny
Exams officer	Sumangali Ganendiran

Appeals 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 The Hollyfield 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 The Hollyfield School compliance with JCQ's *General Regulations for Approved Centres* (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

Deadlines for the submission of marks

Date	Qualification	Details
TBC	GCSE	Final date for submission of coursework marks(AQA, Pearson and OCR)
TBC	GCE	Final date for submission of coursework marks (AQA, OCR, Pearson and WJEC)

The Hollyfield 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.

The Hollyfield School 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. The Hollyfield 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 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.

The Hollyfield School 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 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 meeting the published assessment criteria
3. inform candidates that they may request copies of materials (generally as a minimum, a copy 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
4. having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that these will be shared under supervised conditions) within [5 calendar days]
5. inform candidates they will not be allowed access to original assessment material unless supervised
6. 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
7. Requests for reviews of marking **must** be made in writing within 5calendar days of receiving copies of the requested materials by completing the **internal appeals form** and handing it to Mr Matthew Winpenny, Deputy Headteacher(page 7 of this document)
8. Allow 7 **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 for the submission of marks.
9. 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.
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
11. 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 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.

Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

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.

The procedure is informed by the JCQ publications Instructions for conducting non-examination assessments (section 6.1) [Reviews of marking \(centre assessed marks\) suggested template for centres](#) and Notice to Centres – Informing candidates of their centre assessed marks

1. 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 Hollyfield School** compliance with JCQ's *General Regulations for Approved Centres 2021-2022* 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. Students are informed of the post results fees, deadlines and how to proceed with this request on results day. The Examinations Officer supplies students with a copy of the post results application in the envelop with their results and also online via school website. The information is also placed on the Examination notice board.

Candidates are also made aware 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 their candidate exam guidelines which is provided to them with their exam timetable.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Reviews of results (RORs) offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Priority Service 2 – review of marking (this service is only available for externally assessed components of GCE ALevel specifications.)
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

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 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, candidates are first advised to speak to their subject teacher/ head of department with regards to possibly requesting a review of marking. The subject teacher/ head of department will investigate the feasibility of requesting an enquiry supported by the centre. However the final decision is to be made by the candidate/ parent and a consent form or written request must be received before this can be requested.

Where the centre does not uphold a request from a candidate, the school will proceed with the candidates ROR request once the consent form and full payment has been received.

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 internal appeal can be submitted to the centre **in writing to the Headteacher** by completing the **internal appeals form** at least **14 calendar days prior to the internal deadline for submitting an ROR**.

The appellant will be informed of the outcome of his/her appeal within **7 calendar days prior to the internal deadline for submitting an 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 7 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 the awarding body issuing 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 officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure

Complaints and Appeals log

[Insert your centre's process on the use of this log, for example - 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 as a complaint. 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.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

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/controlled-assessments>
<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>