



Internal Appeals Procedure 2023-2024

This policy is reviewed annually to ensure compliance with current regulations

Reviewed by:

L Kennedy – Examinations Officer

Approved/Reviewed by Governors:

November 2023

Date of next review:

November 2024

Internal Appeals – Codicil Insert

Recent Changes to this Policy

This policy was reviewed and ratified by the Governing body on:

The following persons are authorised to approve minor changes between reviews:

Chair of Governing Body Committee:

Since ratification by the Governing Body the following changes have been made–

Date of change:		
Paragraph or page	Previous Wording	New Wording
Pg 2.	Internal assessment, post results, access arrangements and special consideration	Added General Regulations reference numbers

Key staff involved in internal appeals procedures

Role	Name(s)
Head of Centre	Mrs L Darwood
SLT Members	Mrs L Darwood, Mr P Moore, Mrs L Sullivan, Mr W Arif, , Ms N Craig, Mr G Pritchard, Mr M Swan, Mr L Humphries, Mrs C Yourke
Examinations Officer	Mrs L Kennedy

The Internal Appeals Procedure will cover the following:

➤ Internal assessment decisions

- A candidate may request a review of the centre marking before marks are submitted to an awarding body. As part of this process, candidates must be informed of the mark given by their centre for a centre assessed component/unit (Gen Regs 5.3,5.7, NEA1)

➤ Post Results and Appeals

- To manage disputes when a candidate disagrees with a centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal.(Gen Regs 5.3, 5.13)

➤ Access arrangements and special consideration

- To manage disputes when a candidate disagrees with a centre decision regarding access arrangements and/or special consideration. (Gen Regs 5.3)

Appeals against internal assessment decisions (centre assessed marks)

This procedure conforms **Selly Park Girls' School** compliance with JCQ's General Regulations for Approved Centres 2023-2024, section 5.7 (f) that the centre has in place "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" and that the centre 'must inform candidates of their centre assessed marks. A candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body.'

Certain components of GCSE qualifications (GCSE controlled assessments 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.

Selly Park Girls' 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.

Selly Park Girls' School ensures that all centre staff follow a robust *Non-examination assessment policy* (for management of GCSE non-examination assessments). This policy details all procedures relating to non-examination.

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Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. **Selly Park Girls' School** is committed to ensure 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 her work, or that the assessor has not properly applied the mark scheme to his/her marking, the candidate may make use of this appeals procedure to consider whether to request a review of the centre's marking.

1. **Selly Park Girls' School** will ensure that when candidates are informed of their centre assessed marks that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. **Selly Park Girls' School** 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 meeting the published assessment criteria.
3. **Selly Park Girls' School** will, inform candidates 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 a request a review of the centre's marking of the assessment.

4. **Selly Park Girls' School** will, having received the request for copies of materials, promptly make them available to the candidate and provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision. If the candidates' decision is to request a review they will need to explain what they believe the issue to be.

5. **Selly Park Girls' School** will inform candidates that they will not be allowed to view original assessment materials unless supervised.

6. **Selly Park Girls' School** will provide a Review of Results 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.

7. **Selly Park Girls' School** 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.

8. **Selly Park Girls' School** will 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 not personal interest in the review. The centre will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

9. **Selly Park Girls' School** will 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.

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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.

Internal appeals form

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- 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 or review of marking, review of moderation or an appeal
- To manage disputes when a candidate disagrees with a centre decision regarding access arrangements and/or special consideration.

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

Appeals against the centre’s decision not to support a clerical check, a review of marking, a review of moderation of an appeal

This procedure confirms **Selly Park Girls’ School** compliance with JCQ’s *General Regulations for Approved Centres 2023-2024*, section 5.3z 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, review of moderation or an appeal...”

Following the issue of results, awarding bodies make post-results services available.

Candidates will be informed of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results, **before** they sit any exams. Candidates will be updated on these arrangements during the academic year and additional information on access to post results services and deadlines will accompany their result slip on results day.

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 objective tests (multiple choice tests)
- 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.

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

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a Review of Results service 1 or 2 is submitted to the awarding body as with these services candidates’ marks and subject grades may be lowered. consent can. 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.

If the candidate (or 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 by completing the internal appeals form at least **10 calendar days** prior to the internal deadline for submitting a request.

The appellant will be informed of the outcome of her appeal before the internal deadline for submitting a Review of Results.

Following the Review of Results outcome 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 process)* will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the Head of centre is satisfied after receiving the review outcome, but the candidate (or 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 2 calendar days of the notification of the outcome of the review. 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 examinations 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.

Appeals relating to access arrangements, reasonable adjustments and special consideration.

This procedure confirms **Selly Park Girls' School** compliance with JCQ's *General Regulations for Approved Centres 2023-2024* which states the internal appeals procedure must cover appeals regarding centre decisions relating to access arrangements and special consideration.

Access arrangements, reasonable adjustments and special consideration decisions are based on inter-awarding body procedures. The principles and regulations are set out in the JCQ documents, *Access Arrangements and Reasonable Adjustments* and *A Guide to the special consideration process*.

If, after consulting the respective document which outlines the decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates, the head of centre or private candidate who is the subject of the relevant decision, ('the appellant') disagrees with the decision made and reasonably believes that the awarding body has not followed due procedures, a written request setting out the grounds for a preliminary appeal should be forwarded to the relevant awarding body.

Applications for appeals may only be accepted from a head of centre (on behalf of a candidate or a group of candidates).

Candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals procedure.

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Before making an appeal the appellant should discuss the matter with the relevant awarding body, this can sometimes resolve the matter without recourse to appeal.

An appeal must be made within 14 days of receipt of the original decision. Grounds for appeal must be set out clearly and concisely on JCQ form App1.

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 - Reviews of marking (centre assessed marks)*
<https://www.jcq.org.uk/exams-office/coursework>
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- ▶ *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>