

Internal Appeals Procedure 2018/19

Start Date:	Autumn 2018
Date of Next Review:	Autumn 2019
Author:	Mrs J Wright
Responsible Committee:	Not required

These procedures are reviewed annually to ensure compliance with current regulations

Contents

Key staff involved in internal appeals procedures	3
Appeals against internal assessment decisions (centre assessed marks)	4
Appeals against the centre’s decision not to support a clerical check, a review of marking, a review of moderation or an appeal.....	5
Complaints and appeals log	8
Appendix A – staff only	9
Appendix B.....	9
Further guidance to inform and implement appeals procedures.....	10

Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Robin Newman
SLT members	Kath Just
Exams officer	John Donovan
Exams Administrator	Jo Wright

Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Haileybury Turnfords compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, section 5.7 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 mark. 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 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 Haileybury Turnford. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

Haileybury Turnford 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.

Haileybury Turnford ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCE and GCSE non-examination assessments). This policy is currently being updated. This policy details all procedures relating to non-examination assessments for GCE, GCSE, and all other qualifications we provide, 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 skill, and who have been trained in this activity. Haileybury Turnford 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. Appeals cannot be made for the actual mark or grade submitted by the school for moderation by the Exam Board.

Haileybury Turnford 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 2 school days.

4. provide candidates with sufficient time (taking into account awarding body's deadline) in order to allow them to review copies of materials and reach a decision. This would normally be within 5 school days.
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 school days of receiving copies of the requested materials by completing the **internal appeals form – See Appendix B**.
6. allow 10 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.
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. This will wither be a teacher from Haileybury Turnford or a teacher from another centre (in line with the JCQ regulations).
8. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre and conform to any published requirements of the awarding body.
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.

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 Haileybury Turnford's compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, 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. See document ‘*Reviews of Results (RoRs)*’ which can be found on the school website under Exams and is also given to candidates with their results.

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. This is detailed on the ‘*Reviews of Results (RoRs)*’ which is available on the school website under Exams.

If the centre or a candidate has a concern and believes a result may not be accurate, an review of the result may be requested.

Reviews of Results (RoRs) offers three services.

- Service 1 – clerical re-check
- Service 2 – review of marking
- 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, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting a review supported by the centre.

Where Haileybury Turnford does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the centre **plus an admin charge (£20 standard, £10 for pupils on Free School Meals)**, 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 review, an internal appeal can be submitted in writing to the centre by completing the internal appeals form (Appendix B) at least 2 working days prior to the internal deadline for submitting a request for a review.

The appellant will be informed of the outcome of his/her appeal, before 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 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 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 school 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 about results process. If Haileybury Turnford agrees to a preliminary appeal, we will pay all relevant fees. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body.

Appendix B



Internal appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No. (Candidate initials, date, centre no. e.g. JD061817227)	

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
- 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 Candidate		Candidate number If known	
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

Candidate 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

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/controlled-assessments>
<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>
- ▶ GCSE (A* to G) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>
- ▶ GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>
- ▶ Pre-reform GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>