GREATFIELDS SCHOOL

Internal Appeals Procedure.

SLT member with responsibility: **Mr Matthew Gillham**

Approved by SLT: **Date: September 2021**

Next Review Date: **September 2022**

**This policy is reviewed annually to ensure compliance with current regulations.*

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Purpose of the policy.

This policy is designed to promote quality, consistency, accuracy and fairness in assessment and awarding in accordance with the awarding body's specification and subject-specific associated documents. In all cases, the final awarding decisions are taken by the awarding bodies.

Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Greatfields School's compliance with JCQ General Regulation for Approved Centres 21-22.section 5.13 (a) *have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures must be made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations;*

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

Appeals against internal assessments.

Greatfields School ensures that all centre staff follow a robust Non-examination assessment policy (for the management of GCE, Vocational and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, 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. Greatfields 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.

Appeals may only be made against the process that led to the assessment and not against the mark or grade submitted by the college for moderation by the Awarding Body. On being informed of their centre assessed marks, if a candidate believes that the above procedures where 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 this appeals procedure to consider whether to request a review of the centre's marking.

The appeals procedure will follow in three stages:

Stage 1: The preliminary appeal.

Stage 2: Review of decision and,

Stage 3: Review of decision by panel of independent representatives.

1. Greatfields School will 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. Greatfields School will 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. Greatfields School will, having received a request for copies of materials, promptly make them available to the candidate within 3 calendar days.

4. Greatfields School will provide candidates with sufficient time and a deadline (5 working days from when grades were shared) in order to allow them to review copies of materials and reach a decision.

5. Requests for reviews of marking must be made in writing within 5 calendar days of receiving copies of the requested materials by completing stage 1 internal appeals form which can be obtained from the exams officer (Appendix 1) This is assessing the nature of the appeal.

6. Greatfields School will allow 5 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. Greatfields School will ensure that the review of marking is carried out by an assessor or the Lead Internal Verifier who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.

8. Greatfields School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

9. The candidate will be informed in writing or meeting of the outcome of the review of the centre's marking.

10. The outcome of the review 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 (Appendix 2). Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

11. If candidate is unhappy with stage one outcome, then the candidate must appeal in writing again and complete the form (selecting the second ticking box on the form) addressing the reason for appeal to the LIV or if the assessor is also the LIV then this must be addressed to

the Deputy Head. The reason for appeal will be considered with the response of the assessor. Candidate will be informed of the outcome within one week from receiving the appeal. If at this stage the candidate is unhappy with the outcome, then they can proceed with stage three.

12. Stage three, the appeal will be referred to Chair of Governors or a special Committee of the Governing body for consideration. The Chair of Governors or Committee will inform the appellant of the final conclusion in due course.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Greatfields School and is not covered by this procedure.

Appeal against the centre's decision.

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 Greatfields School'_compliance with JCQ's General Regulations for Approved Centres 2021-2022, section 5.13 (g) 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..."

Post result Appeals.

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 officer.

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 the following ways:

- All exam related policies and supporting JCQ publications will be put on the school website
- Additionally, hard copies of these policies are held in the admin office and also by the exams officer
- Prior to the students sitting the exams, the individual subject teachers will remind students where they can find information should there be a query about a candidate's exam results and who to see (the exams officer or the head of centre) to query it further

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.

Enquiries about results (EARs) 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 EAR 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 an enquiry supported by the centre.

Where the centre does not uphold a request from a candidate the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf. 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 by completing the internal appeals form at least 14 calendar days prior to the internal deadline for submitting an EAR.

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

Following the EAR 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 EAR 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 EAR. 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 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.

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APPENDIX 1

Internal Appeals Form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick the box o indicate the nature of your appeal and complete the table below.

Stage 1. This is an appeal against an internal assessment decision and/or request for a review marking. ☐

Stage 2.This is an appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal. ☐

Candidate full name:			
Awarding Body:		**Exam paper code:**	
Subject:		**Exam paper title:**	

Please state the grounds for your appeal below. If necessary, you may continue on an additional page.

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

Candidates signature:

Date of signature:

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APPENDIX 2

Complaints and appeals log.

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

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Further guidance to inform and implement appeals procedures.

JCQ

JCQ General Regulations for Approval 2021 - 20202

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Appeal an exam result.