



Internal Appeals Policy

2019-2020

This policy is reviewed at least annually to ensure compliance with current regulations

Date: March 2020
Reviewed: August 2020
Next Review Date: January 2021

MISSION STATEMENT

Our mission is to ensure that every individual achieves their potential through the pursuit of academic excellence and the nurturing of their gifts and talents.

To create a caring Catholic community allowing everyone to develop and share in the love of Christ serving the world of today and tomorrow through the relationships we make and the service we provide to others.

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

This policy is written in accordance with JCQ and Awarding Body guidelines. This procedure confirms St Ursula's Convent School's compliance with JCQ's *General Regulations for Approved Centres 2019-20*, section 5.7 that the centre has in place, and 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"* 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 non-examination assessments) and other qualifications that contribute to the final grade of the qualification are internally assessed (marked) by school staff. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

St Ursula's Convent School is committed to ensuring that whenever staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents. St Ursula's Convent School follow a robust Non-Examination Assessment (NEA) Policy (available on the school website), which details all procedures relating to NEAs for GCSE qualifications, or any other qualifications delivered at St Ursula's, that contain any internally marked assessments, 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. St Ursula's Convent 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 their work, they may make use of this appeals procedure to consider whether to request a review of the centre's marking.

Aims:

- To enable the candidate to enquire, question or appeal against an assessment decision
- To attempt to reach agreement between the candidate and the assessor at the earliest opportunity
- To standardise and record any appeal and to ensure openness and fairness
- To facilitate a candidate's ultimate right of appeal to the awarding body, where appropriate
- To protect the interests of all candidates and the integrity of the qualification

In order to do this St Ursula's Convent School will:

- inform candidates of this Appeals Procedure
- 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.
- inform the candidate that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment
- provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision
- 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 by completing the internal appeals form in Appendix A
- ensure that the review of marking is carried out by an assessor that has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review
- instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
- inform the candidate in writing of the outcome of the review of the centre's marking
- record, track and validate any appeal

The outcome of the review of the centre's marking will be made know to the Head of Centre. A written record of the review will be kept for 12 months, from the date of completion, 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 St Ursula's Convent School's compliance with JCQ's *General Regulations for Approved Centres 2019-20*, 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. Candidates are informed in writing, on results day, of who they must contact, any internal school deadlines, and any fees charged, if they wish to request a post results service from the awarding body. If this information is not available to schools, from the awarding bodies, on results day 2020, the school will inform candidates as soon as possible after the issue of 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 in the school's Candidate Exam Handbook.

If the centre or a candidate (or her parent/carer) has a concern and believes a result may not be accurate, post results services may be considered by the school or the candidate. The JCQ post results services currently available for GCSE are:

Review of result (RoRs):

- ▶ Service 1 – clerical re-check
- ▶ 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

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 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, a written statement from the parent/carer must be submitted to the school's Examinations Officer. This must state the details of the complaint, the reasons for the appeal and include written **candidate consent**. The Head of Department and/or a member of the Senior Leadership Team 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 RoR 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 a review, an internal appeal can be submitted to the centre in writing, by completing the internal

appeals form (Appendix A), at least 5 calendar days prior to the internal deadline for submitting a request for a review of results.

If these deadlines are adhered to, the appellant will be informed of the outcome of his/her appeal at least 2 calendar days prior to 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.

An Internal Appeals Form (Appendix A) should be completed and submitted to the centre, for the attention of the Examinations Officer, 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 (more information on 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.

Further guidance to inform and implement appeals procedures

JCQ

- ▶ 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/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>

Additional Notes for a Review of Marking of Centre Assessed Marks

- An appeal for a Review of Centre Assessed Marks must clearly indicate the grounds for the appeal.
- Appeals can only be made on the basis of application of the mark scheme or failure to adhere to JCQ or awarding body regulations.
- The mark scheme is accessible on the relevant subject area of the awarding body website.
- The form must be received by the Exams Officer by the relevant deadline(s).
- If a candidate wishes to review their work before submitting an appeal then the section detailing grounds should not be completed. The form will be returned following access to the work to allow the candidate to proceed if they still wish.
- Access to work will be supervised at all times, in school, under secure conditions, and a copy of the mark scheme will be made available.