



Internal Appeals Procedures 2019–2020

This procedure is reviewed annually to ensure compliance with current regulations.

Last Review Date: October 2019

Reviewed by Governors: 09/12/19

Next Review Date: Summer 2020

Reviewer: Lynn Kennedy

Signed:.....

Key staff involved in internal appeals procedures

Role	Name(s)
Head of Centre	Mrs L Darwood
SLT Members	Mrs L Bowker, Miss N Craig, Mr R Turner, Mr M Swan, Mr W Arif, Mr J Gibson
Examinations Officer	Mrs L Kennedy

Appeals against internal assessment decisions (centre assessed marks)

This procedure conforms **Selly Park Girls' School** compliance with JCQ's General Regulations for Approved Centres 2019-2020, 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 marks. A candidate is allowed to request a review of the centre's marking before marks are submitted 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.

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, she 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 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 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. **Selly Park Girls' School** will having received the request for copies of materials, promptly make them available to the candidate.
4. **Selly Park Girls' School** will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. **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.
6. **Selly Park Girls' 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. **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.
8. **Selly Park Girls' School** 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.

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 of an appeal

This procedure confirms **Selly Park Girls’ School** compliance with JCQ’s *General Regulations for Approved Centres 2019-2020, 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, review of moderation or an appeal...*”

Following the issue of results, awarding bodies make post-results services available. For all heads of department who would like pupils’ paper to be remarked to complete the ‘request for remark form’ this will allow head of centre to read and understand more clearly to either approve or disapprove. It will also allow the examinations officer to read and understand it more easily to process on the awarding body websites.

Candidates are also informed of 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 by the candidate giving permission for the centre to request their paper to be remarked. Before the candidates decide if they give their permission or not they are warned that their mark could either stay the same, go up or go down. If the candidates decide to give their permission and decide to pay for the review of marking themselves they are told if their grade goes up they will receive their money back and if their grade stays the same or goes down they do not receive their money back. Fees payable are explained upon request.

If the centre or a candidate (or her parent/carer) has a concern and believes a result may not be accurate, a 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 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. Candidate consent can only be collected **after** the publication of results.

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.

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.

Appeal against an internal assessment decision and/or request for a review of marking

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

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:

- Appeal against the centre's decision not to support a clerical check, a review of marking, a review of*
- 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

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

The outcome of any 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 logged as an appeal, so information can be easily made available to an awarding body upon request

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

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>
- ▶ *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>

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