



SIR THOMAS RICH'S

Internal Appeals Procedure

Part of the Examinations Suite of Policies

Date reviewed: December 2017

Responsibility: The School's Examinations Officer under the supervision of the Senior Management Team (SMT) draws up and implements the Internal Appeals Procedure Policy. The Governors' Curriculum and Evaluation Committee reviews the policy and monitors its implementation. This policy is reviewed annually.

This policy is part of the Examinations Suite of policies. The Examinations Suite of policies details the School's procedures relating to external examinations and the assessments related to these. For the School's general assessment policies, please refer to the Assessment Recording and Reporting Policy (school website: [About Us – Governors and Policies](#)).

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1. Appeals procedure against internally assessed marks (for external examinations)

Sir Thomas Rich's is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Sir Thomas Rich's 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.

If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

The centre will:

- inform each candidate with an entry for centre assessed work of the mark(s) awarded and advise them that they may request copies of materials (such as a copy of their marked work, the relevant section of the specification and marking criteria) to assist them in considering whether to request a review of the centre's marking of the assessment before marks are submitted to the awarding body;
- having received a request for copies of materials, promptly make them available to the candidate;
- provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.

Requests for reviews of marking must be made in writing using the Internal Appeals form by 19th March.

The centre will then:

- carry out the review, make any necessary changes to marks and inform the candidate of the outcome, all before the awarding body's deadline;

- 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 outcome of the review;
- instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre;
- inform the candidate promptly in writing of the outcome of the review of the centre's marking.

The outcome of the appeal 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 appeal bring any irregularity in procedures to light, the awarding body will be informed.

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

2. Appeals procedure against centre decisions not to support an enquiry about results

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 office and contained within this policy which will be available via the school website.

The service, **Enquiries About Results** (EARs), may be requested by centre staff or candidates (or their parents/carers). **Written candidate consent is required for EAR services 1 and 2 eg using JCQ's Candidate Consent Form** . (EAR service 3 is not available to individual candidates). If a query is raised about a particular examination result, the exams officer, teaching staff and Head of Centre will investigate the feasibility of requesting an enquiry at the centre's expense.

When the centre does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the **internal appeals form** at least **one week prior to** the internal deadline (15th September) for submitting an EAR ie by 8th September.

3. Appeals procedure following the outcome of an enquiry about results

Where the Head of Centre remains dissatisfied after receiving the outcome of an EAR, an appeal may be made to the awarding body, following the guidance in the JCQ publications *Post-results services* <http://www.jcq.org.uk/exams-office/post-results-services> and *A guide to the awarding bodies' appeals processes* <http://www.jcq.org.uk/exams-office/appeals>.

Where the Head of Centre is satisfied after receiving the outcome of an EAR, but the internal candidate and/or their parent/carer is not satisfied, they may make a further representation to the Head of Centre. Following this, the Head of Centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements and will be final.

The **internal appeals form** should be completed and submitted to the centre within **7 calendar days** of the notification of the outcome of the enquiry. Subject to the Head of Centre's decision, this will allow the centre to process the appeal and submit it to the awarding body within the required 14 calendar days. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission of the internal appeals form. 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.

Candidates or parents/carers are not permitted to make direct representations to an awarding body. Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.

4. Internal Appeals form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- internally assessed marks**
- the centre decision not to support an enquiry about results**
- the outcome of an enquiry about results**

Name of appellant		Candidate name <i>if different from appellant</i>	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against internally assessed marks (by 19th March)

Appellant declaration

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents.

Signature:

Date of signature:

Appeal against the centre decision not to support an enquiry about results (by 8th September)

Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results (within 7 calendar days of the outcome of the enquiry)

Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated and returned to the EO, on behalf of the Head of Centre, to the timescale indicated in the internal appeals procedure.

5. Compliance with JCQ and Ofqual publications

The internal appeals procedures for this centre have been produced to demonstrate compliance with the publications below.

JCQ General Regulations for approved centres <http://www.jcq.org.uk/exams-office/general-regulations>

Controlled Assessments, Coursework and Portfolios of Evidence

5.8 The centre agrees to

have in place, and be available for inspection purposes, a **written** internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)

Post-Results Services and Appeals

5.14 The centre agrees to

have available for inspection purposes and draw to the attention of candidates and their parents/carers, a **written** internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

See also *Notice to Centres – Reviews of marking (centre assessed marks) issued in autumn 2017*.

JCQ Post-results services <http://www.jcq.org.uk/exams-office/post-results-services>

6.4 Submission of requests

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.**

7. Appeals

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over appeals with centres and private candidates.**

The JCQ publication *Post-Results Services, June 2017 and November 2017* – Information and guidance to centres for examinations taken in June 2017 and November 2017 sets out common arrangements. The supplementary document *Notice to Centres – Post-Results Services, June 2017 and November 2017* clarifies some key points associated with the reform of post-results services and appeals.

Centres should also refer to awarding bodies' websites for further information as awarding bodies may offer additional post-results services.

JCQ A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

12. Please note that internal 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 arrangements.

Ofqual GCSE, GCE, Principal Learning and Project Code of Practice

<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

- 9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place:
- iii. a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.
Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.
- 9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

Ofqual has announced that the Code of Practice in relation to GCE AS, A-level and GCSE qualifications will be withdrawn in August 2016, being replaced by Qualification Level Conditions. Centres may, however, continue to refer to the Code of Practice for the awarding bodies' provision of post-results services and appeals, June 2017 examination series.

Arrangements for the awarding bodies' provision of post-results services and appeals, November 2017 examination series, may be subject to change. Centres will be notified of any changes in due course.

Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.

Further information can be obtained from:

Appeal an exam result <https://www.gov.uk/appeal-exam-result>

The Appeals Process <http://www.jcq.org.uk/examination-system/the-appeals-process>