



Policy on Internal appeals procedures 2019 - 2020

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

This procedure confirms Greenhead College's 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 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 GCE qualifications (GCE non-examination assessments and EPQ coursework) 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.

Deadlines for Summer 2020 exam series

Date by which candidates are informed of their marks	Monday 27 th April 2020
Date by which candidates must use this appeals procedure to consider whether to request a review of the centre's marking	Thursday 30 th April 2020
Date by which marks are submitted to the exam board	Friday 15 th May 2020

Greenhead College 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.

Greenhead College ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCE non-examination assessments). This policy details all procedures relating to non-examination assessments, EPQ coursework and controlled assessments in Medical Science and Health & Social Care, 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. Greenhead College 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. **He/she must do this by within 4 working days of receiving his/her marks.**

1. **Greenhead College** 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. **The candidate** must initially register a query with the Exams Manager within 4 working days of receiving his/her marks, completing an 'internal appeals query form' with the Exams Manager.
3. **Greenhead College** 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.
4. **Greenhead College** will, having received a request for copies of materials, promptly make them available to the candidate within 2 working days.
5. **Greenhead College** will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.

6. Requests for reviews of marking **must** be made in writing within 3 working days of receiving copies of the requested materials, by completing the **internal appeals form** and paying the non-refundable fee of £30.
7. **Greenhead College** will allow 5 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.
8. **Greenhead College** 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 no personal interest in the review. **A review may result in marks being raised, lowered, or remaining the same.**
9. **Greenhead College** will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
10. The candidate will be informed in writing of the outcome of the review of the centre's marking.
11. The outcome of the review of the centre's marking will be made known to the head of centre. A written record 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. This process is outside the control of **Greenhead College** and is not covered by this procedure.

2. Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal (externally assessed marks)

This procedure confirms Greenhead College'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. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Manager.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams through their examinations handbook (Exams Guidelines and Procedures) and the accessibility of senior members of centre staff immediately after the publication of results via communications from the exams office, through ApEx and MOODLE.

If the centre or a candidate (or his/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 (including a priority service)
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate e-mail 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, the candidate can request one of the above reviews of results. Greenhead College is committed to supporting the candidate in every instance; advice and guidance will be offered if the candidate is in danger of losing his/her overall grade. Concerns raised by a Head of Department result in the candidate being contacted, to discuss the feasibility of requesting one of the above enquiries about results. The candidate will pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

Following the RoRs 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 RoRs 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 (see Appendix A) and submitted to the centre within 14 calendar days (two calendar weeks) of the notification of the outcome of the RoRs. 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 Manager). 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

- ▶ 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>

Ofqual

- ▶ 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>

Approved/reviewed by	
Kath Longbottom Exams Manager 8 th October 2019	
Date of next review	October 2020

APPENDIX A

Internal appeals form

FOR CENTRE USE ONLY

Date received

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support an appeal following a review of marking outcome, or a review of moderation (externally assessed marks)

Candidate Name		Candidate number	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the specific 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 and **I understand that marks may be raised, lowered, or remain the same.**
- I confirm that I have received the information sheet 'Guidance for candidates who wish to appeal an internal assessment decision'
- I understand that an appeal fee of £30 is payable, to cover administrative costs, including photocopying, and is non-refundable, whatever the outcome.

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:

This form must be signed, dated and returned to the Exams Manager on behalf of the Head of Centre to the timescale indicated in the relevant appeals procedure

The outcome of any reviews of the centre's marking will be made known to the head of centre. A written record will be kept and made available to the awarding body upon request.