



Greenhead College

**Policy on Internal Appeals
Procedures 21/22**

Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	S Lett
Deputy Principal	M Bunter
Exams Manager	M Darlington
Assistant Principals (Quality of Education)	T Rowley, M Mitchell

Appeals against internal assessment decisions (centre assessed marks)

Certain GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are **internally assessed** (marked) by Greenhead College and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

This procedure confirms Greenhead College's compliance with JCQ's General Regulations for Approved Centres (section 5.7) that the centre will:

- 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 communicated, made widely available and accessible to all candidates
- before submitting marks to the awarding body **inform candidates** of their centre assessed marks and allow a candidate to request a review of the centre's marking

Deadlines for Summer 2022 exam series (for applicable A Levels, EPQ and Medical Science)

Date by which candidates are informed of their marks	Tuesday 26th April 2022, 9am Exceptions P.E. - Friday 25th March 2022, 9am Art – Wednesday 11th May 2022, 9am
Date by which candidates must use this appeals procedure to consider whether to request a review of the centre's marking	Thursday 28th April 2022 by 4pm Exceptions P.E. – Tuesday 29th March 2022 by 4pm Art – Friday 13th May 2022, by 4pm Requests WILL NOT be accepted after this deadline
Date by which marks are submitted to the exam board	Friday 13 th May 2022* *not including P.E. and Art

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*. This policy details procedures relating to non-examination assessments, EPQ coursework, controlled assessments and vocational internal assessments (where applicable) including the marking and quality assurance/internal standardisation 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.

For applicable A Levels, EPQ and Medical Science: 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 marking standards 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 3 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 3 working days of receiving their mark, (late requests will not be accepted)** completing an 'internal appeals query form' with the Exams

Manager. The candidate will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria

3. **Greenhead College** will inform candidates that they may request copies of materials (generally as a minimum, a copy of their marked assessment material (work), and 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 (or for some marked assessment materials, such as art work and recordings, inform the candidate that these will be shared under supervised conditions) within 2 working days
5. **Greenhead College** will inform candidates they will not be allowed access to original assessment material unless supervised
6. **Greenhead College** will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review they will need to explain what they believe the issue to be
7. 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 (Appendix A)** and paying the non-refundable fee of £30.
8. **Greenhead College** will take up to 4 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.
9. **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.**
10. **Greenhead College** will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
11. The candidate will be informed 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 who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review.

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.

For BTEC Music Performance and Cambridge Technicals in Business and Health and Social Care: these qualifications have their own processes and deadlines for submitting internal assessment decisions (and subsequent external moderation). The assessment plan/schedule will allow time for potential queries after assessment decisions have been given to candidates.

For any candidate with a query regarding an internal assessment decision, where the mark/grade awarded is the overall grade for that unit:

1. The candidate should speak to their teacher in the first instance to ensure they are aware of the reasoning for the mark/grade (within the guidance allowed by the specification)
2. If the candidate is still querying the mark/grade, they should raise the query with the Exams Manager
3. The Exams Manager will liaise with the relevant Lead Internal Verifier and the Assistant Principal (Curriculum) for the qualification to facilitate a re-consideration of the evidence.
4. The outcome of the re-consideration will be communicated to the candidate.

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 (section 5.13)* that the centre will:

- have available for inspection services 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 a clerical re-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 Office.

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

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check)
This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
A priority version of this service may also be available
- 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

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.

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 Service 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.

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.**

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 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/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>

<i>Author:</i>	<i>Exams Manager (MDA)</i>
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<i>Date of next review:</i>	<i>November 2022</i>

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		Unit code	
Subject		Unit 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 **(appeal against an internal assessment decision only)**

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 assessment decisions/markings will be made known to the head of centre. A written record will be kept and made available to the awarding body upon request.