

# All Saints Catholic College



## Internal Appeals Procedures

Adopted by the Governing Body on:

21<sup>st</sup> May 2019

Date to be reviewed:

May 2020

**These procedures are reviewed annually to ensure compliance with current regulations**

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

This procedure confirms All Saints Catholic 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 GCSE and Vocational qualifications are non-examination assessments which 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.

All Saints Catholic 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.

All Saints Catholic College ensures that all centre staff follow a robust *Non-examination assessment policy*. This policy details all procedures relating to non-examination assessments for GCSE, BTEC Tech Awards, Cambridge Nationals and WJEC Level 1 and Level 2 qualifications, 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. All Saints Catholic 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.

An appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body. The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the awarding body's specification and subject-specific associated documents.

### **All Saints Catholic 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;

- 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.
- having received a request for copies of materials, promptly make them available to the candidate within 2 calendar days.
- 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 on the 'Internal appeals form' which is available on the exams area of the school website or from the exams officer. Completed forms must be returned to the Headteacher within 3 calendar days of receiving copies of the requested materials
- 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.
- 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.
- 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.

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 logged as an appeal, so information can be easily 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 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 All Saints Catholic 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 printed for issue on results day to reinforce the information previously available.

Senior members of centre staff are available in centre immediately after the publication of results to support the students and direct towards the appropriate advice on reviews of results (RORs).

Candidates are also informed of the arrangements for post-results services **before** they sit any exams. Services available, deadline and fees are posted on the exams notice board and exams area of the school website or available from the exams officer.

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
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate personal, clearly named, 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, the subject leader and head of centre will investigate the feasibility of requesting a review 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 on the 'Internal appeals form', which is available on the exams area of the school website or from the exams officer and must be returned to the Headteacher at least 7 calendar days prior to the internal deadline for submitting a request for a review.

The appellant will be informed of the outcome of his/her appeal before 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.

The appeal should be submitted in writing to the centre 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 (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.]

# Internal appeals form

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre’s decision not to support a clerical check, a review of marking, a review of moderation or an appeal

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: .....

**This form must be signed, dated and returned to the head of centre to the timescale indicated in the relevant appeals procedure**

## Complaints and appeals log

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>