

Internal Appeals (including Enquiries About Results)

<p>Important: This document can only be considered valid when viewed on the school website. If this document has been printed or saved to another location, you must check that the version number on your copy matches that of the document online.</p> <p>Name and Title of Author:</p>	<p>Barry Gray, Deputy Headteacher</p>
<p>Name of Responsible Committee/Individual:</p>	<p>South Hunsley School and Sixth Form Local Governing Body</p>
<p>Implementation Date:</p>	<p>Autumn 2023</p>
<p>Review Date:</p>	<p>May 2024</p>
<p>Target Audience:</p>	<p>All Staff, Parents, Students</p>
<p>Version Control:</p>	<p>Version 1.0</p>

Internal Appeals Policy (including EARS)

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

Reviews of marking - centre assessed marks (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments, Applied General Assessments)

This procedure confirms South Hunsley School's compliance with JCQ's *General Regulations for Approved Centres 2018, 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 as 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 GCE qualifications as well as Applied General Qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments, BTEC and Cambridge assessments) 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.

South Hunsley School and Sixth Form 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.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. South Hunsley School and Sixth Form 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.

Procedures

1. South Hunsley School and Sixth Form 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. South Hunsley School and Sixth Form College will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
3. Candidates should make requests for copies of materials within two working days from receiving their results if they are considering an appeal.
4. South Hunsley School and Sixth Form College will, having received a request for copies of materials, promptly make them available to the candidate.
5. South Hunsley School and Sixth Form 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, and candidates **must** explain on what grounds they wish to request a review. Requests should be sent directly to the Subject Leader for the subject concerned using the *Student Review of Assessment Request Form*.
7. South Hunsley School and Sixth Form College will allow sufficient time 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. South Hunsley School and Sixth Form 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.
9. South Hunsley School and Sixth Form 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 and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of South Hunsley School and Sixth Form College and is not covered by this procedure (see Section 2 Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal).

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 South Hunsley School’s compliance with JCQ’s General Regulations for Approved Centres 2018, 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 officer on the schools website prior to the summer holidays.

Candidates are also informed of the 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.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about results (EARs) 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 an EAR 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 exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry supported by the centre.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR 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 an enquiry, an internal appeal can be submitted to the centre by completing the internal appeals form (see appendix 1) at least 14 calendar days prior to the internal deadline for submitting an EAR.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.

Following the EAR 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 EAR 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 and submitted to the centre within 7 calendar days of the notification of the outcome of the EAR. 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 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.]

Where a student wishes to review their mark following moderation, this must be discussed with the subject teacher in the first instance. The subject teacher must instigate the review of moderation based on their professional opinion. Where a student wishes to review the moderation but the subject teacher doesn't agree to this. The following process will take place:

The subject teacher will state in writing the reasons for not processing a review of moderation for the entire cohort. Evidence from the moderators reports should be used to support the teachers stance. The majority of cases will be resolved at this stage.

Should the candidate not be happy with the outcome at this stage they should put their complaint in writing to the Deputy Head teacher. A written response will normally be provided within ten working days.

If the response does not resolve the appeal the candidate can refer it to the next stage.

Details of the appeal should be submitted in writing to the Head of Centre who will liaise with the Exams Officer and convene an appeals panel of at least three people who were not directly involved in the matters detailed in the appeal. This should include one panel member who is independent of the management and running of the school.

The committee is responsible for investigating the appeal and will respond in writing to the candidate, normally within fifteen working days prior to the JCQ deadline for Review of Moderation.

Appendix I – Student Review of Assessment Request Form

Please tick this box to confirm that you have read and understood the appeals process.	
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Please tick this box to confirm that you understand that the mark awarded for your work may be increased, decreased or stay the same.	
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Please tick this box to confirm that you have read and understood the assessment criteria applied to the work for which the appeal is being submitted.	
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Please tick this box to confirm that you understand that once this appeal decision has been made, no further appeals may be made for this piece of work.	
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Please use this box to outline the reason(s) for your appeal. Try to provide relevant detail and be as specific as possible. You may wish to make reference to any specific assessment criteria which you feel have not been accurately assessed.

Student Name		Form Group	
Signed		Date Submitted	

School Use Only Subject Leader		Date Received	
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Appendix 2 – Appeal Request Form Clerical Checks, Reviews of Marking, Moderation or Appeal

Please tick this box to confirm that you have read and understood the appeals process.	
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Please tick this box to confirm that you understand that the mark awarded for your work may be increased, decreased or stay the same.	
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Please tick this box to confirm that you have read and understood the assessment criteria applied to the work for which the appeal is being submitted.	
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<p>Please use this box to outline the reason(s) for your appeal. Try to provide relevant detail and be as specific as possible. You may wish to make reference to any specific assessment criteria which you feel have not been accurately assessed.</p>
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Appellant Name		Candidate Name if different	
Awarding Body		Subject and Code	

Signed		Date Submitted	
Office Use Only Recipient		Date Received	

Appendix 3 - Appeal Log Form

Appeals log

All appeals are logged in line with South Hunsley School's Complaint procedures process.

The outcome of any appeals and reviews of the centre's marking 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 review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

For Office Use Only

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date