



# **Internal Procedure**

## **General and Vocational Qualifications**

## **Internal Appeals Process**

## 1. Key Staff involved in Internal Appeals Procedure:

Role	Name(s)
Head of Centre	Mr. J. Topham
SLT Members	Mrs. J. Bailey, Mr. J. Clarke, Ms. E. Haskins, Mr. P. Hesslegrave, Mr. I. Baggley, Mr. M. Bowers, Ms. S. Khan, Mrs. B. Smith, Mrs S. Taylor, Mrs. S. Valmalette-Wright
Exams Officer	Ms. S. Price
Exams Assistant	Mr. P. Cavell

## 2. Appeals against Internal Assessment Decisions (Centre Assessed Marks):

This procedure confirms Wood Green Academy'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 candidate" 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, GCE (legacy GCE coursework, GCE and GCSE non-examination assessments) and other qualifications that contribute to the final grade of the qualification 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.

Deadlines for the submission of marks:

All internally assessed marks should be given to candidates a minimum of 2 working weeks prior to the awarding body's official deadline.

Wood Green Academy is committed to ensuring that whenever 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.

Wood Green Academy ensures that all centre staff follow a robust Non-Examination Assessment Policy (for the management of GCE and GCSE non examination assessments). This policy details all procedure relating to non-examination assessments, including the marking and quality assurance processed 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. Wood Green Academy is committed to ensuring that work produced by the candidate 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 have not been 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.

Please note that the appeal is an appeal for how the assessor has marked the candidates work, it is **not** an appeal to allow candidates to improve their assessed work marks.

1. Wood Green Academy 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. Wood Green Academy will inform candidate 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.
3. Requests for copies of materials must be made in writing within **2 working days** of candidates receiving their centre assessed marks. Wood Green will, having received a request for copies of materials, promptly make them available within **2 working days**.
4. Wood Green Academy will provide candidates with sufficient time in order to allow them to review copies of material and reach a decision.
5. Wood Green Academy will provide a clear deadline for candidates to submit a request for the review of the centres marking. Requests will not be accepted after this deadline.

Requests for review of marking must be made in writing within **5 working days** of candidates receiving copies of the requested materials. The request **must** be made using the Internal Appeals form along with the associated fee of **£25**, this must be given directly to the Examination Officer.

**The Internal Appeals form must be fully completed.** If any sections of the form are not completed the Examination Officer will reject the application and return the form to the candidate.

If it is deemed that the candidates work was not correctly marked to the mark scheme and as a result the candidates' marks increase then the £25 fee will be refunded.

6. Wood Green Academy will allow **5 working days** for the review to be carried out, to make any necessary changes to the marks and to inform the candidate of the outcomes, all before the awarding body's deadline.
7. Wood Green Academy 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.
8. Wood Green Academy will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The candidate will be informed in writing of the outcome of the review of the centre's marking. **Please note that marks can either go up or go down as a result of the review.**
10. 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 body may result in a mark change, either upwards or downwards, even after the 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 therefore be considered provisional.**

**This process is outside of the control of Wood Green Academy and is not covered by this procedure.**

### 3. 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 Wood Green Academy'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, a review of marking, a review of moderation or an appeal."

Following the issue of results, awarding bodies make post-result services available.

The Exams Officer will provide the Head of Department prior to results being issued by the awarding bodies the 'Post-Results' pack. This pack consists of the following documents:

- Candidate Request Form (internal document)
- Which Post-Results Service suits you? Flow diagram
- JCQ document – Enquiries about Results and Appeals: Candidate Consent Form
- JCQ document – Access to Scripts: Candidate Consent Form

All deadline and fees for any Post-Result Service are those stated on the awarding body website.

Candidates are also informed of the arrangements for post-results services before they sit exams and the accessibility of senior member of centre staff immediately after the publication of results by two methods, these are:

- External Examination – Formal Examination Timetable and Code of Conduct booklet, this booklet is issued to all students who are sitting exams at Wood Green Academy. Within this booklet there is a section - 'Enquires about Results (EARs), Appeals & Access to Scripts', this section highlights the different services and deadlines
- Exam Briefing – All students who are entered for external exams are expected to attend an exam briefing session
- Website – All exam information is published on the school website

If the centre or 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 (RoR's) offer 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)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an 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 Head of Department/Teaching Staff will investigate the feasibility of requesting a review supported by the centre. Heads of Departments will ensure that all the relevant documents are completed, signed by the candidate and all documents are passed onto the Exams Officer within the awarding bodies timescales.

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 a review, an internal appeal can be submitted to the centre. The candidate can appeal by completing the Internal Appeals Form at least 10 working days prior to the deadline a RoR.

The appellant will be informed of the outcome of his/her appeal before the 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' appeal process) 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 representation to an awarding body.

The Internal Appeals form should be completed and submitted to the centre within 5 working 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 with 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. 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

FOR CENTRE USE ONLY	
Date Received	
Reference No.	

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

- 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**

<b>Name of Appellant</b>		<b>Candidate Name</b> <i>if different to appellant</i>	
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 a hard copy is being completed*

**Appellant Signature:**

**Date of signature:**

**The form must be signed, dated and returned to the Exams Officer on behalf of the Head of Centre to the timescale indicated in the relevant appeals procedure.**

#### **4. Complaints and Appeals Log:**

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date are also recorded.

The outcome of any 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.



## Complaints/Appeals Log form

Ref No.	Date Received	Complaint or Appeal	Outcome	Outcome Date

## 5. 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 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>