



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, Ms. N. Bruton, Ms. E. Haskins, Mr. P. Hesslegrave, Mr. I. Baggley, Mr. M. Bowers, Ms. S. Khan, Mrs. B. Smith, Mrs. S. Valmalette-Wright, Ms. R. Donaghie
Exams Officer	Ms. S. Price
Exams Assistant	Mrs. J. Phillips

2. Purpose of the procedure:

This procedure confirms Wood Green Academy compliance with JCQ's **General Regulations for Approved Centres** that the centre will:

- Have in place and for inspection that must be reviewed and updated annually, a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration
- Draw to the attention of candidates and their parents/carers their internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

3. Appeals relating Internal Assessment Decisions (Centre Assessed Marks):

Certain qualifications contain components/units of non-examination assessment, controlled assessment and/or coursework which are internally assessed (marked) by centres 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.

The qualifications delivered at Wood Green Academy containing internally assessed components/units are:

- Art
- Computer Science
- Dance
- Design & Technology
- Drama
- English Language & Literature
- Geography
- Health & Social Care
- History
- ICT
- Maths
- Media Studies
- Music
- Photography

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

- Have in place for inspection that must be reviewed and updated annually, 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 the submission of marks:

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 policy regarding the management of non-examination assessments including controlled assessments and coursework. This policy details the procedure relating to subjects listed above, 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, who have been trained in this activity and do not have any potential conflicts of interests. If AI tools have been used to assist the marking of candidates' work they will not be the sole marker. 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 their work, or that the assessor has not properly applied the marking standards to the marking, then the candidate 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 candidates that they 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 work submitted
3. Wood Green Academy will inform candidate that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment.
4. Wood Green will, having received a request for copies of materials, promptly make them to the candidate within **2 working days**. (This will either be the originals viewed under supervised conditions or copies)
5. Wood Green Academy will inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised.
6. Wood Green Academy will provide candidates with sufficient time, normally at least five working days, to allow them to review copies of material and reach a decision.
7. 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.

8. 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 for the submission of marks.
9. Wood Green Academy will ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review.
10. Wood Green Academy 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. **Please note that marks can either go up or go down as a result of the review.**

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 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.

Appeals against decisions to reject a candidate's work on the ground of malpractice:

The JCQ Information for candidates documents (Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

Wood Green Academy ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication does not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures. The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, [Centre Name] will:

- Wood Green Academy will follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (Instructions for conducting non-examination assessments/Instructions for conducting coursework) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to not accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.]

If a candidate who is the subject of the decision disagrees with the decision:

- Wood Green Academy requires a written request, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
- an internal appeals form should be completed and submitted (insert when – for example) within X calendar/working days of the decision being made known to the appellant]

The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by the centre.

4. Appeals relating to centre decisions not to support an application for 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 (section 5.13) that the centre will:

- Have available for inspection purposes 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 an application for a clerical re-check, 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 made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available immediately after the publication of results so that results may be discussed, and decisions made on the submission of review of marking.

Candidates are made aware/informed by the following methods:

- 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 - 'Review of Results (RoR), 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, post results services may be considered.

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

Reviews of Results (RoR's):

- 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)
- Priority Service 2- (Review of marking)
This service is available for externally assessed components of both unitised and linear GCE A-Level specifications (an individual awarding body may also offer this priority service for other qualifications)
- 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

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, the centre will:

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking
2. In all other instances, consider accessing the script by:
 - a. (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
 - b. (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
3. Collect informed written consent/permission from the candidate to access their script
4. On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted
7. Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body

Written candidate consent is required in all cases before a request for RoR service 1 or 2 (including priority service 2) is submitted to the awarding body.

Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than or the same as the result which was originally awarded.

Candidate consent must only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre will:

1. Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
2. Consult any moderator's report/feedback to identify any issues raised
3. Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
4. Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample

Centre actions in the event of a disagreement (dispute):

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:

1. For a review of marking (RoR priority service 2), advise the candidate that they may request the review by providing written consent (and the required fee) for this service to the centre by the deadline set by the centre
2. For a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking providing written permission for the centre to access the script (and any required administration fee for this service) for the centre to submit this request
3. After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee for this service) for the centre to submit this request
4. Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample)

If the candidate (or their 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 review of results.

The appellant will be informed of the outcome of the 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' 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 their 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 the awarding body issuing 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. 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.

5. Appeals regarding centre decisions relating to Access Arrangements and Special Consideration:

This procedure confirms Wood Green Academy's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z) that the centre will:

- Have in place for inspection that must be reviewed and updated annually, a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

Wood Green Academy will:

- Comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and Reasonable Adjustments

In accordance with the regulations, Wood Green Academy

- Recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- Complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- Putting in place access arrangements/adjustments that are not approved
- Failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- Permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- Charging a fee for providing reasonable adjustments to disabled candidates

Special consideration

Where Wood Green Academy has appropriate evidence signed by a member of the senior leadership team to support an application, it will apply for special consideration at the time of the assessment for a candidate who is affected by adverse circumstances beyond their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or their normal level of attainment in an assessment.

Centre decisions relating to Access Arrangements, Reasonable Adjustments and Special Consideration

This may include Wood Green Academy's decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Wood Green Academy makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 5 working days.

If the appeal is upheld, Wood Green Academy will proceed to implement the necessary arrangements/submit the necessary application.

6. Appeals regarding centre decisions relating to other Administrative Issues:

Circumstances may arise that cause Wood Green Academy to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Wood Green Academy may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 2 working days of the decision being made known to the appellant).

The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged 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 a decision to reject candidate's work on the grounds of malpractice
- ☐ Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal
- ☐ Appeal against the centre's decision relating to access arrangements or special consideration
- ☐ Appeal against the centre's decision relating to an administrative issue

Name of Appellant		Candidate Name <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.

7. 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

[illegible]

8. Further Guidance to Inform and Implement Appeals:

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 (A guide to the awarding bodies' appeals process)
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres - Reviews of marking (centre assessed marks)
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Suspected Malpractice: Policies and Procedures
<https://www.jcq.org.uk/exams-office/malpractice>
- Access Arrangements and Reasonable Adjustments
<https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance>
- A guide to special consideration process
<https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulation-and-guidance>

Ofqual publications

- GCSE (9 to 1) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>