



Policies

Internal Appeals Policy

INTERNAL ASSESSMENT OPERATIONAL APPEALS POLICY

Signed by
Chair of
Governors

This policy will be reviewed every 3 years. Next review – May 2022



HOLMES CHAPEL COMPREHENSIVE SCHOOL
INTERNAL ASSESSMENT OPERATIONAL APPEALS POLICY

(GCSE Controlled Assessments and GCE Coursework Units)

This policy is based on an exemplar policy supplied by JCQ and in accordance with JCQ regulations.

In accordance with the Code of Practice for the conduct of external qualifications produced by JCQ, Holmes Chapel Comprehensive School is committed to ensuring that:

- internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills;
- assessment evidence provided by candidates has been produced and authenticated according to the requirements of the specification;
- the consistency of the internal assessment is secured through internal standardisation as necessary;
- staff responsible for internal standardisation attend any compulsory training sessions.

Each awarding body publishes its arrangements for appeals against its decisions. In addition, an appeal can be made to the School concerning internal assessment:

- the appeal applies only to the procedures used in arriving at internal assessment decisions and does not apply to the mark or grade itself;
- the parent or guardian must make the appeal in writing to the Exams Officer: appeals should normally be made by 30th April for examinations in the summer series. This deadline may be extended in exceptional circumstances in situations where the coursework marking and moderation schedule extends beyond this time;
- the enquiry into the internal process will normally be led by the Deputy Head of the Centre, provided that he has played no part in the original internal assessment process;
- the teacher making the assessment will be able to respond to the appeal in writing, and a copy will be sent to the appellant;
- the enquiry will consider whether the procedures used for the internal assessment were in conformity with the published requirements of the Awarding Body and the 'Code of Practice'.

The *appellant* will be informed in writing of the outcome of the appeal, including:

- relevant communications with the Awarding Body;
- any steps taken to further protect the interest of the candidates.

If the appellant is unhappy about the response in writing, s/he can ask for a personal hearing, where the panel will consist of two persons not previously involved, normally the Head Teacher and a member of the Governing body.

Note:

Each awarding body specifies detailed criteria for the internal assessment of work. In addition, the awarding body must moderate the assessment and the final judgement on marks awarded is that of the awarding body. Appeals against matters outside the School's control will not be considered in the School's appeals procedure.

The existence of this procedure is made known to students and their parents/carers and is available on the school website.

Enquiries About Results (EAR) Re-marks
Appeals procedure against centre decisions not to support an enquiry about results

Following the issue of results, the general qualification awarding bodies offer [post-results services](#).

Full details of these services, internal deadlines for requesting a service and fees charged will be provided by the exams officer.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers) if there are reasonable grounds for believing there has been an error in marking. If a query is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

When Holmes Chapel Comprehensive does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the **internal appeals form** at least **one week prior** to the internal deadline for submitting an EAR.

Appeals procedure following the outcome of an enquiry about results

Where the head of centre remains dissatisfied after receiving the outcome of an EARs, an appeal will be made to the awarding body, following the guidance in the JCQ publications *Post-results services* <http://www.jcq.org.uk/exams-office/post-results-services> and *A guide to the awarding bodies' appeals processes* <http://www.jcq.org.uk/exams-office/appeals>

Where the head of centre is satisfied after receiving the outcome of an EAR, but the internal candidates and/or their parents/carers are not satisfied, they may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. Candidates, 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 **10 calendar days** of the notification of the outcome of the enquiry. Subject to the head of centre's decision, this will allow the centre to process the appeal and submit to the awarding body within the required 14 calendar days. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on the internal appeals form. 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

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- an internal assessment decision**
- the centre decision not to support an enquiry about results**
- the outcome of an enquiry about results**

Name of appellant		Candidate name <i>if different to appellant</i>	
Awarding body		Unit/module/exam paper code	
Subject		Unit/module/exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against an internal assessment decision

Appellant declaration

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents. I also understand the appeal may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

Appeal against the centre decision not to support an enquiry about results

Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results

Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated and returned to the ExamsOffice, on behalf of the head of centre, to the timescale indicated in the internal appeals

procedure.

The internal appeals procedures for Holmes Chapel Comprehensive School have been produced to demonstrate compliance with the following:

JCQ General Regulations for approved centres <http://www.jcq.org.uk/exams-office/general-regulations>

Controlled Assessments, Coursework and Portfolios of Evidence

5.8 The centre agrees to 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 made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)

Post-Results Services and Appeals

5.14 The centre agrees to 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 enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

JCQ Post-results services <http://www.jcq.org.uk/exams-office/post-results-services>

6.4 Submission of requests

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.**

1. Appeals

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over appeals with centres and private candidates.**

JCQ A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

12. Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

Ofqual GCSE, GCE, Principal Learning and Project Code of Practice

<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place:
iii.a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.

Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.

9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and

afford candidates or their carers a reasonable opportunity to express their views.

Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.

Further information can be obtained from:

<http://www.icq.org.uk/exams-office/controlled-assessments>

<http://www.icq.org.uk/exams-office/coursework>

<https://www.gov.uk/appeal-exam-result>

<http://www.icq.org.uk/examination-system/the-appeals-process>

Stage 1 Review of Centre assessed marks request form

Any request must be received within 2 days of marks being shared with students.

Student Name:	
Year and Tutor:	
Awarding Body:	
GCSE / A Level:	
Subject:	
Unit:	
Date marks shared	
Reason for request:	
Materials requested:	

I understand that marks can go down or up following a review

Student Signature..... Date.....

Received by Teacher:

Name..... Signature..... Date.....

Received by Head of Faculty:

Name..... Signature..... Date.....

Received by Head of Centre:

Name..... Signature..... Date.....

Date of meeting with student:..... **Staff met with**.....
 (attach detailed notes of the discussion at this meeting and attach to this form)

Is the student going to continue to a Stage 2 Appeal YES / NO

Deadline for proceeding to Stage 2 Appeal is 30th April

Stage 2 Appeal form received?

Date received:.....

Review of Centre Assessed Marks Information for teachers

Centre assessed marks **MUST** be given to students by 23rd April for a submission deadline of 15th May for all other deadlines they must be given 3 weeks prior to the deadline for submission

STAGE 1

A student wishes to formally challenge the marks awarded for an internally assessed unit – This can only be requested if the student can identify specific issues. Candidates can request copies of materials using a Stage 1 Review of Centre assessed marks form to assist them in considering an appeal. Eg Mark schemes. Any requests must be received within 2 days of the marks being shared. All requests must be recorded by the teacher, HOF and communicated to the Exams Officer promptly for official log.

Students will be given until 30th April to make a decision about whether to pursue their appeal. In this time they can review any materials and have a discussion with their teacher.

STAGE 2

Step 2 – If the student still wishes to formally request a review of marking, they **MUST** do so in writing by the deadline of 30th April. This must be done on the Internal Appeal Form and given to the Head of Faculty and Exams Office outlining their reason(s) for the request. Appeal forms are available from the Exams Office or on the school website.

Step 1 – Teacher

- will need to have a discussion with the student to inform them how their work was assessed and how the mark scheme was applied.
- will need to explain that if the review goes ahead and the marks are changed, either up or down, this can still change once the awarding body moderates the marks after they have been submitted.

Step 3 - The Appeal Form from the student must be given to the Head of Faculty. The HoF will appoint another subject specialist to review the marks given (this may be a subject specialist at another school if one isn't available at HCCS) N.B the deadline for submission of these marks to the Awarding Body **MUST** be met whatever arrangements are made. The HOF must inform the exams office that the process has started.

If the student is happy with the explanation and does not wish to formally request a review of marking, then nothing more needs to be done.

Please ensure you keep a record of your discussion and ask the student to sign the form to confirm that they do not wish to pursue any further, attach the record of your conversation. (The forms are available from the Exams Office and on the Exams page of the school website) The completed form must be sent to the exams office for logging and safe storage.

Step 4 – The unit is reviewed and the marks stay the same/go up/go down. The Head of Faculty will inform the student in writing of the outcome. The Head of Centre and Exams Office **MUST** also be advised of the outcome in writing and the decision logged.

A written record must be kept, filed by the Examinations Officer and made available to the relevant Awarding Body upon request.

Review of Centre assessed marks

A student guide

If you are dissatisfied with the marks awarded by your teacher and believe that you have grounds to appeal you have 2 days to request a review once the teacher has given you the marks. You must speak to your teacher and formally request a review using a Stage 1 Review of Centre assessed marks request form.

First you need to have a discussion with the teacher about your concerns. You can request copies of any mark schemes to help you.

Following the discussion, you do not wish to pursue a review of centre assessed marks

No further action

If you wish to request a review of centre assessed marking - **you MUST** make the request in writing using the Internal Appeals Form, to the Head of Faculty and Exams Office by **30th April**. You must outline your reasons for requesting the review – marks can go down as well as up following a review of marking.

PLEASE BE AWARE THAT THE MARKS MAY STILL CHANGE AFTER A REVIEW WHEN IT IS MODERATED BY THE EXAM BOARD

MARKS CAN GO DOWN AS WELL AS UP
Internal Appeal forms are available from the Exams Office or from the school website

Prepared by: Jan Hudson, Data & Marketing Manager

Approved by the Governing Body

Signature: *Christina M. Burgess*

Name Mrs C Burgess , Chair

Date: 8th May 2019

To be reviewed in 3 years.