



# Internal Appeals Procedures

*This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment*

**Reviewed by:**

Headteacher

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November 2017

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Annually

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## Limpsfield Grange School – Internal Appeals Procedures

### Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Limpsfield Grange School's compliance with JCQ's *General Regulations for Approved Centres 2017-2018*, section 5.8 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 other qualification (GCSE controlled assessments and GCSE non-examination assessments) 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.

Limpsfield Grange School 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. Limpsfield Grange is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body.

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 her work, or that the assessor has not properly applied the mark scheme to her marking, then she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

1. Limpsfield Grange School 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. Limpsfield Grange school will 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.
3. Limpsfield Grange School will, having received a request for copies of materials, promptly make them available to the candidate within 2 calendar days.

4. Limpsfield Grange School will provide candidates with sufficient time (3 calendar days) in order to allow them to review copies of materials and reach a decision.
5. Limpsfield Grange School will 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 in writing within 3 calendar days of receiving copies of the requested materials by completing the **Internal Appeals Form**.
6. Limpsfield Grange School will allow 3 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.
7. Limpsfield Grange School 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. Limpsfield Grange School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. Limpsfield Grange School will inform the candidate in writing of the outcome of the review of the centre's marking.
10. 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 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 in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

**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 Limpsfield Grange School's compliance with JCQ's *General Regulations for Approved Centres 2017-2018*, section 5.14 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 and publish procedures for appeals against its decisions. Candidates are also informed of the arrangements for post-results services **before** they sit any exams.

If the centre or a candidate (or her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested by **12th September 2018**.

*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. The candidate will be required to pay the relevant fee at the time of the request.

The decision as to whether to support such an enquiry will be made by the subject Teacher, Head of Centre and Exams Officer on the basis of several factors, including knowledge of the exam system and professional judgement. The Exams Officer is responsible for co-ordinating the process of Enquiries About Results (EAR).

Where the candidate wishes to challenge the school's decision not to proceed with an enquiry about results or consequent appeal, a similar procedure to that mentioned above will be carried out. An appeal can be made by completing the Internal Appeals Form. If the candidate requires this against the school's advice, they will be charged the fees levied by the awarding body and a request will be made to the awarding body on the candidate's behalf.

The appellant will be informed of the outcome of her appeal before the internal deadline for submitting an EAR, 12<sup>th</sup> September 2018.

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 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 (5 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. The relevant fee will be advised by 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.

Limpsfield Grange will inform the Awarding Body of the outcome of any appeal which has implications for the conduct of examinations or the issue of results.





## Further guidance to inform and implement appeals procedures

### JCQ

- ▶ 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>
- ▶ Notice to Centres – informing candidates of their centre assessed marks  
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

### Ofqual

- ▶ 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>