

**Exam Internal Appeals Policy
and Procedures
2020-2021**

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Next Review Date: October 2021

Approved by the Senior Management Team

Headteacher:



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Appeals Procedure Against Internal Assessment Decisions (centre assessed marks)

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Knightsfield School 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.

This procedure confirms Knightsfield School's compliance with JCQ's *General Regulations for Approved Centres 2020-2021*, section 5.7, that the centre will:

- *Have 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*
- *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.*

Certain components of GCSE and 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.

Knightsfield School is committed to ensuring that whenever staff assess pupils' work that it is done fairly, consistently and in accordance with the specification for the qualification concerned.

Knightsfield School ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, 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 skills and who have been trained in this activity. The school is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject. Where work is assessed by more than one member of staff, 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 were not followed in relation to the marking of the work, or that the assessor has not properly applied the mark scheme, then they may make use of this appeals procedure to consider whether to request a review of the centre's marking:

1. Knightsfield School will ensure that candidates are informed of their centre assessed marks by the subject co-ordinator so that they may request a review of the centre's marking before marks are submitted to the awarding body.

2. Knightsfield School 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 their work in meeting the published assessment criteria.
3. Knightsfield 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.
4. Knightsfield School will, having received a request for copies of materials, promptly make them available to the candidate.
5. Knightsfield School will inform candidates that they will not be allowed access to original assessment material unless supervised.
6. Knightsfield School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review they will need to explain what they believe the issue to be.
7. Knightsfield 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 working days of receiving copies of the requested materials. Requests must be made using the Internal Appeals Form available at the end of this document and on the Exams page of the school website.
8. Knightsfield School will allow 5 working 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.
9. Knightsfield School will ensure that the review of marking is carried out by a member of staff who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
10. Knightsfield School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
11. Knightsfield School will inform the candidate in writing of the outcome of the review of the centre's marking.

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 of the review 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 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. This action is outside the control of Knightsfield School and is not covered by this procedure.

Appeals against the centre’s decision not to support a clerical review, a review of marking, a review of moderation or an appeal

This procedure confirms Knightsfield School’s compliance with JCQ’s *General Regulations for Approved Centres 2020-2021*, 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 can be requested as necessary from the Exams Officer.

Candidates will be informed of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results by letter before the first written exam on the centre’s timetable.

If the centre or the candidate (or a parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered. Requests should be submitted to the exams officer using the Post-Results Services form at the end of this document or on the Exams page of the website.

Reviews of Results (RoRs):

- Service 1 – clerical re-check (this is the only service that can be requested for objective tests (e.g. multiple choice)
- Service 2 – review of marking
- 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 his/her 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.

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

- 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.
- Consult the moderator's report/feedback to identify any issues raised.
- 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.
- 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.

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a ROR service 1 or 2 is submitted to the awarding body. Consent is required to confirm the candidate understands that the final subject grade and/or mark may be lower than, higher than, or the same as the result originally awarded. Candidate consent can only be collected after the publication of results. The candidate (or their parent/carer) will be responsible for paying the relevant fee at the time of the request.

There are occasions where the subject coordinator, may decide that a ROR is required, in which case the school will pay the fee. The decision will be based on factors such as knowledge of the exam system and professional judgement.

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' appeals processes)* 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 written 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 further written appeal to the head of centre for a preliminary appeal must be received within 7 calendar 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 within the required 30 calendar days of receiving the outcome of the

review of results process. 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.

Procedure for Special Consideration

Special consideration can be requested where a candidate has experienced circumstances outside their control which may have impacted on their ability to perform in an examination. Such circumstances must be significant, such as the candidate being seriously ill and unable to sit the exam or a family bereavement.

All requests for special consideration must be made in writing by the department or parent to the Exams Officer at the time of the exam.

The Exams Officer will complete the required paperwork and send it to the appropriate board within the time frame published for each exam season.

Candidates and parents are informed that the awarding of extra marks via special consideration is extremely limited and should not be considered as a passport to higher grades.

GCSE EXAMS INTERNAL APPEALS FORM

Please tick to indicate the nature of your appeal, then complete all other boxes:

- 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

Name			
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal 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 hard copy being completed

Signature:

Date:

GCSE EXAMS REQUEST FOR POST-RESULTS SERVICES

NAME: CANDIDATE NO:

BOARD	EXAM NAME	COMPONENT CODE	CLERICAL CHECK (CC) OR REVIEW OF MARKING (ROR)	PHOTOCOPY?

Photocopied scripts can only be requested with a review or clerical check.

This form must be accompanied by payment, cheques made payable to Knightsfield School. Costs can be requested directly from the Exams Office as necessary.

It must be returned by the specified deadline (requested from the Exams Officer).

Please provide an email address so we can contact you when the results of the check or review have been received:

.....

I give my consent to the head of centre at Knightsfield School to make an enquiry about the result of the examinations listed above. In giving my consent I understand that the final subject grade awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same grade as the grade which was originally awarded for this subject.

Student Signature: **Date:**

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/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 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>