

Fivemiletown **College**



School Policy on Arrangements for Internal Appeals relating to Internal Assessment Decisions and Enquiries about Results.

Head of Centre: Mrs Janice Allen	Review Date of policy: 12/11/2019
Examinations Officer: Mrs Lisa Clarke	Next Review Date of policy: 12/11/2020

Appeals against internally assessment decisions (centre assessed marks)

This procedure confirms **Fivemiletown College's** compliance with JCQ's General Regulations for Approved Centres **2019-2020**, 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 GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. Internal standardisation will be in place, making use of previous cohort assessment and exemplar material from awarding body Agreement Trials. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

Fivemiletown College is committed to ensuring that whenever its staff mark candidates' work this is carried out fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Fivemiletown College 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 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 skill, and who have been trained in this activity. Fivemiletown College is committed to ensuring that work produced by candidates 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.

Subject teachers should inform candidates of their marks as soon as they have finalised them. If a candidate believes that the above procedures were not 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 this appeals procedure to consider whether to request a review of the centre's marking.

The centre should inform candidates of the marks which have been submitted to the awarding body, but in doing so must make it clear that those marks are subject to change through the moderation process. Candidates should be advised of their marks within a sufficient window, in order to allow time for any internal appeal to be concluded prior to the submission of centre marks to the awarding body.

Fivemiletown Colleges Review of Marking Procedure:

1. Fivemiletown College will ensure that candidates are informed of their centre assessed marks at least 15 working days prior to electronic submission. The candidate may then request a review of the centre's marking, before being submitted to the awarding body.
2. Fivemiletown College will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment e.g. marked assessment materials or mark scheme.
3. Fivemiletown College will, having received a request for copies of materials, promptly make them available to the candidate within 5 working days.
4. Fivemiletown College will provide candidates with 5 working days in order to allow them to review copies of materials, reach a decision and make a request. Candidates will not be allowed access to original assessment material, including artefacts, unless supervised.
5. Requests for reviews of marking must be made in writing on or before the 10th day of the review process (template available from exams office or VP office).

6. Fivemiletown College will allow 5 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. Fivemiletown College 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. Fivemiletown College 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, prior to the electronic submission of marks.
10. The outcome of the review 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.
11. Each candidate can only request a review of marking on one occasion, per assessment component.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Fivemiletown College and is not covered by this procedure.

Appeals against centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal.

This procedure confirms Fivemiletown Colleges' compliance with JCQ's General Regulations for Approved Centres 2019-2020, 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, internal deadlines for requesting a service and fees charged are provided by the exams officer. Candidates are also informed of the arrangements for post-results services before they sit any exams (see exams notice board outside Assembly Hall).

If the centre or a candidate (or his/her parent/guardian) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

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.

If a concern 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.

Where the centre does uphold a request from a candidate, the candidate must pay the appropriate fee, and a request will then be made to the awarding body on the candidate's behalf.

If the candidate (or their parent/guardian) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal 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. (see Internal Appeals Form).

Appeals following the outcome of an enquiry about results

Where the head of centre remains dissatisfied after receiving the outcome of an EAR, an appeal will be made to the awarding body, following the guidance in the JCQ publications Post-results services and JCQ Appeals Booklet.

Where the head of centre is satisfied after receiving the EAR outcome, but the candidate and/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. (See Internal Appeals Form). 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/guardians are not permitted to make direct representations to an awarding body.

The internal appeals form (attached below) should be completed and submitted to the centre within 10 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. 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.



For centre use only

Date received: _____

Internal Appeals Form

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

- Request materials
- Appeal against an internal assessment decision and/or a request for review of marking
- Appeal against a centre's decision not to support a clerical check, a review of Marking, a review of moderation or an appeal

Name		Exam paper code	
Awarding Body		Exam paper title	
Subject			

Please state the grounds of your appeal:

Candidate signature:

Date:

This 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.

What departments must provide for the appeal panel

1. The mark scheme or marking criteria for the coursework provided by the Awarding Body.
2. The departmental mark scheme or marking criteria given to the teachers for marking the coursework if this differs from that of the awarding body.
3. Dates of when the coursework was set and to be handed in for that student.
4. Evidence that all teaching groups have been given the same length of time.
5. The department policy for candidates who were absent when the coursework was set or were absent for part of the period during which coursework was being carried out.
6. Dates of when the coursework was marked by teachers.
7. The name of the teacher in charge of the internal standardisation.
8. Date(s) for the department standardisation meeting and teacher attendance.
9. Copy of coursework marks sent to the awarding body.

Complaints

If a pupil feels it is necessary to make a complaint against the school regarding internal assessment or external exams, then they can do so by carrying out the below: -

Informal approach

An informal approach is appropriate when it can be achieved. Therefore, in the first instance you should raise the issue with the member of staff concerned as soon as is reasonably practicable e.g. the subject teacher in order that the matter might be resolved swiftly and informally. If, however, the matter cannot be resolved satisfactorily you should follow our formal complaints procedure.

Formal complaints procedure

Stage 1

You should make a formal complaint to us in writing to the exams officer / Principal. This can be by letter or email. Your letter/email should set out...

- the details of your complaint
- how this has affected you as a result, and
- what you consider should be done to resolve the issue.

You can expect your complaint to be acknowledged within 3 working days of receipt. In our reply we will either give our response to your complaint or give you an interim response along with the reason/s for not yet being able to provide a response. The usual reason for this is that we need to make further investigations which will take a number of days to complete.

You can expect to receive our response to your complaint and an explanation within 10 working days.

Stage 2

If you are not satisfied with our response you can appeal this by writing to our school Principal / Board of Governors or the School Education Board. Your letter should set out your complaint and the reason/s for your dissatisfaction with our response.

You can expect this appeal to be acknowledged within 3 working days of receipt. You may be invited in to a meeting as part of this review process. You can expect to receive an outcome within 20 working days.

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>

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>

GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>

Signed...

Head of Centre: Mrs J Allen	Exams Officer: Mrs L Clarke
Date:	Date: