



## **Internal Appeals Policy**

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

This procedure confirms Reepham High School And College's (RHSC) compliance with JCQ's *General Regulations for Approved Centres 2019-2020*, section 5.7 that the centre will:

*"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 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.

Deadlines for the submission of marks (Summer 2020 exam series)

Date	Qualification	Details
05/05/2020	GCSE	Final date for submission of centre assessed marks (Eduqas)
07/05/2020	GCSE	Final date for submission of centre assessed marks (AQA)
15/05/2020	GCE/GCSE	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)
31/05/2020	GCE and GCSE	Final date for submission of centre assessed marks for Arts subjects (AQA, OCR, Pearson and WJEC)

RHSC 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.

RHSC 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 for GCE, GCSE, Cambridge Technicals and Cambridge Nationals, 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. RHSC 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.

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 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 the appeals procedure below to consider whether to request a review of the centre's marking.

RHCS will:

1. 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. 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. They must do so within 2 days.

3. Having received a request for copies of materials, promptly make them available to the candidate within 5 calendar days
4. Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. 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 2 days of receiving copies of the requested materials by email.
6. Allow 10 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. 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. Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. 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. 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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

To allow us to fulfil these criteria, RHSC teachers will follow the procedure below:

Latest date to issue marks to candidates, leaving maximum time to copy NEA (5 days) and review marking following appeal (further 10 days) -  $\underline{2},\underline{5},\underline{2},\underline{10} = 19$  working days before the mark submission deadline.

Absolute latest date to give marks to candidates, leaving minimum time to copy NEA (1 day) and review marking following appeal (1 day) -  $\underline{2},\underline{1},\underline{2},\underline{1}, = 6$  working days before the mark submission deadline.

31st May mark submission – maximum time 1st May, minimum time 18th May

15th May mark submission – maximum time 17th April, minimum time 4th May

7th May mark submission – maximum time 26th March, minimum time 27th April

5th May mark submission – maximum time 24th March, minimum time 25th April

All HoDs will provide candidates with the date that marks will first be issued.

There will be a £10 charge per review (candidates eligible for Free School Meals will not be charged).

Candidates' will be warned that their marks and subject grades may be lowered, confirmed or raised as a result of the review.

The charge will be refunded if the subject grade is raised.

## **2. 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 RHSC compliance with JCQ's *General Regulations for Approved Centres 2019-2020*, 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 a clerical re-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 post exams, on results days and on the RHSC website.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams and of the accessibility of senior members of centre staff immediately after the publication of results by email.

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

Reviews of Results (RoRs):

- 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 only available for externally assessed components of 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 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. Consider supporting 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 (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 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, teaching staff will investigate the feasibility of requesting a review supported by the centre.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or his/her 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 by submitting an internal appeal in writing at least 5 calendar days prior to the internal deadline for submitting a request for a review.

The appellant will be informed of the outcome of his/her 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' 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 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.

An internal appeal should be submitted in writing to the centre within 5 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. 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 (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.