



## THE TOWERS

### APPEALS PROCEDURE/REQUESTS FOR REVIEW OF MARKING (GCSE Examinations)

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<b>Date Approved:</b>	31.11.17
<b>Ownership:</b>	Assistant Headteacher Pastoral\Academic
<b>Last Review:</b>	January 2017
<b>Next Review:</b>	November 2018

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#### Appeals policy and procedure against internally assessed marks

##### Principle

This policy intends to support the school mission statement. "As a Gospel centred community, we shall build a loving environment where pupils will be enabled to grow in the knowledge and love of God and of each other; where each individual will be equally valued; and where all may flourish, developing their own talents and valuing the unique gifts of those around them." The Towers is committed to ensuring that whenever its staff mark candidates' controlled assessment/coursework this is done fairly, consistently and in accordance with the awarding body's specification and subject specific associated documents.

##### Related Documents

This policy should be read in conjunction with:

School Complaints Procedure, Non-examination Assessment Policy and the Controlled Assessment Policy

##### Policy Statement

The Towers is committed to assisting candidates to achieve their full potential, whilst at the same time scrupulously following the guidance given of GCSE Boards and the Joint Council for Qualifications. The school therefore ensures that:

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. The Towers 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.

If a candidate believes that this may not have happened in relation to her work, she may make use of this appeals procedure.

**N.B: A candidate can only request a review of marking where she believes that the centre has not followed the correct and published procedures.** E.g the candidate believes the published mark scheme was incorrectly applied, the candidate believes an error has been made in applying the published mark scheme or the candidate believes that the centre's internal standardisation process was not correctly applied.

Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.

1. The Towers 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. The Towers 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.
3. The Towers will, having received a request for copies of materials, promptly make them available to the candidate.
4. The Towers will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of marking **must** be made in writing. (Using the Internal Appeals form)
6. The Towers will allow sufficient time 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. The Towers 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. The Towers 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, including any relevant correspondence with the awarding body, and any changes made to internal assessment procedures.
10. The outcome of the review of the centre's marking will be made known to the Headmistress 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.

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

**N.B.** Candidates who submit controlled assessments/non-examination assessments after the school's closing date may render themselves ineligible for a pre-moderation review on the grounds that the work has to be marked swiftly in order to avoid missing the deadline set by the awarding body.

Candidates are reminded that plagiarised work constitutes malpractice and no appeal can be instigated where this has occurred.

### **Formal Stage**

If the matter still cannot be resolved, then the candidate and/or their parent/ guardian may refer the matter to the Headmistress and request a personal hearing. The candidate should be given reasonable notice of the hearing date, and have sight of the relevant documents (e.g. the procedure followed) in advance of the hearing. If a candidate wishes to present her own case, she will be encouraged to bring a friend with her. The teacher and the candidate concerned should have the opportunity to hear each other's submission to the panel at the hearing. The panel at the hearing should consist of at least two individuals who have not dealt with the case: the Headmistress or another senior member of staff and one of the Trustees or a Governor. A written record should be kept of the appeal. The record should include the reason for the appeal and the outcome. The school should send a copy to the candidate within one week of the hearing.

### **Appeals procedure against centre decisions not to support an enquiry about results**

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.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers). (EAR Service 3, re-moderation for centre-assessed work, is not available to individual candidates). If a query is raised about a particular examination result, the Exams Officer, teaching staff and Headmistress will investigate the feasibility of requesting an enquiry. Candidates must be aware the marks may go up or down, following an EAR. All fees for EARs must be paid in advance of the Exams Officer sending a request to an examining board.

Even if the centre does not uphold a request from a candidate, the candidate (or their parent/carer) may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

### **Appeals procedure 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* <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 candidate and/or their parent/carer is 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 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 **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 of 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.

#### Monitoring and Review

The Assistant Headteacher Pastoral\Academic will be responsible for promoting, maintaining and monitoring the implementation of this policy. The Headmistress and her Assistant Headteacher Pastoral\Academic, in consultation with the Examinations Officer, will review this policy when appropriate.

## Internal appeals form

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

Please tick to indicate what the appeal is against:

- internally assessed marks
- the centre decision not to support an enquiry about results
- the outcome of an enquiry about results



<b>Name of appellant</b>		<b>Candidate name</b> <i>if different to appellant</i>	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

*Continue overleaf if necessary*

### Appeal against internally assessed marks

#### 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 subjectspecific associated documents. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body.

**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 EO, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.**

The internal appeals procedures for this centre have been produced to demonstrate compliance with the publications below.

*JCQ General Regulations for approved centres* <http://www.jcq.org.uk/exams-office/generalregulations 2017-18>

### **Controlled Assessments, Non –Examination Assessment and Portfolios of Evidence**

5.8 The centre agrees to:

- ensure that arrangements are in place to co-ordinate and standardise all marking of centre-assessed components and to ensure that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions. **This applies to both internal and private candidates**
- have in place and **be readily 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;
- have in place and be available for inspection purposes, a **written** policy with regard to the management of GCE and GCSE non-examination assessments; (For CCEA GCSE centres this would be a **written** controlled assessments policy.)
- use only current assessment materials/tasks to assess candidates'

*JCQ Reviews of marking – centre assessed marks GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments 2017*

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

### **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.)

#### **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.**

**JCQ A guide to the awarding bodies' appeals processes August 2017**

<http://www.jcq.org.uk/examsoffice/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.

**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:

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

**The Appeals Process** <http://www.jcq.org.uk/examination-system/the-appeals-process>