

Exams Internal Appeals Procedures

SCOPE:	Academy Policy
AUTHOR/ORIGINATOR:	AVP - Standards
NAME OF RESPONSIBLE DIRECTOR/PRINCIPAL:	Mr J Webb, Sector Director & Mrs H Richley, Academy Principal
APPROVING COMMITTEE:	Sector Director
STATUTORY BASIS:	Statutory Policy
REQUIREMENT TO PUBLISH ON WEBSITE:	Yes
DATE RATIFIED:	May 2023
DATE DISTRIBUTED TO STAFF:	May 2023

Outstanding Achievement for All

Contents

Statement of intent.....	3
1. Appeals against internal assessment decisions – centre assessed marks	3
2. Appeals against the centres decision not to support a clerical check, a review of marking, a review of moderation or an appeal.....	4
Appendix 1 – Staff involved in the appeals process.....	7
Appendix 2 – Internal appeals form.....	8
Appendix 3 – Complaints and appeals log	9
Appendix 4 – Further guidance of appeals procedures	10

Statement of intent

Oak Academy 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.

Oak Academy 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.

Oak Academy 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.

1. Appeals against internal assessment decisions – centre assessed marks

- 1.1 Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Oak academy and internally standardised.
- 1.2 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.
- 1.3 This procedure confirms Oak academy's compliance with JCQ's General Regulations for Approved Centres 2021-2022 (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
- 1.4 We 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.
- 1.5 We 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.
- 1.6 We will inform candidates that they may request copies of materials (for example, as a minimum, a copy of their marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary

from subject to subject) to assist them in considering whether to request a review of the centre's marking of assessment.

- 1.7 Oak Academy will, having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art Page 4 of 9 work and recordings, inform the candidate that these will be shared under supervised conditions) within 3 days.
- 1.8 Oak Academy will inform candidates they will not be allowed to access to original assessment material unless supervised.
- 1.9 We will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision. Inform students that if their decision is to request a review they will need to explain what they believe the issue to be.
- 1.10 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 [X calendar days] of receiving copies of the requested materials [insert your centre's process, for example – by completing the internal appeals form.
- 1.11 Allow X calendar days for the review to be carried out, to make any necessary changes to marks and to inform candidate of the outcome, all before the awarding body's deadline.
- 1.12 Oak Academy 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.
- 1.13 We will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- 1.14 The candidate will be informed in writing of the outcome of the review of the centre's marking.
- 1.15 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.
- 1.16 A written record 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 the review.
- 1.17 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.

2. Appeals against the centres decision not to support a clerical check, a review of marking, a review of moderation or an appeal

- 2.1 This procedure confirms Oak Academy's compliance with JCQ's General Regulations for Approved Centres 2022/23, 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

- 2.2 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.
- 2.3 Candidates are also informed of the arrangements for post-results services and the availability of senior members of staff immediately after the publications of results before they sit any exams "The book of Guidance for students and parents".
- 2.4 If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.
- 2.5 Enquiries about results (EARs) offers three services.
 - 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)
 - Service 3 – review of moderation (this service is not available to an individual candidate)
- 2.6 Access to Scripts (ATS):
 - Copies of scripts to support reviews of marking
 - Copies of scripts to support teaching and learning
- 2.7 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.
- 2.8 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 supported by the centre.
- 2.9 Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.
- 2.10 If the candidate (or his/her parent/carer) 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 Page 6 of 9 by completing the internal appeals form at least 3 days prior to the internal deadline for submitting an EAR.
- 2.11 The appellant will be informed of the outcome of his/her appeal– for example, before the internal deadline for submitting an EAR.
- 2.12 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.
- 2.13 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.

- 2.14 Where the head of centre is satisfied after receiving the EAR 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.
- 2.15 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.
- 2.16 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 days of the notification of the outcome of the EAR.
- 2.17 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.
- 2.18 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).
- 2.19 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.

Appendix 1 – Staff involved in the appeals process

Head of centre – Mrs Hayley Richley, Principal

SLT members – Ms Karen Price, Assistant Vice Principal - Standards

Examination Officer – Ms Kerry Lingane

Appendix 4 – Further guidance of 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-levelconditions>
- GCSE (A* to G) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditionsand-requirements>
- GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-andrequirements>
- Pre-reform GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-prereform-qualifications>