

Internal Appeals Policy for External Qualifications



St John's College

INTERNAL APPEALS POLICY FOR EXTERNAL QUALIFICATIONS

This policy applies to all three sections of the School: the Senior School, Junior School and EYFS (Infants).

Version: September 2020

1. Appeals against Internal Assessment decision (centre-assessed marks)

This procedure confirms St John's College's compliance with JCQ's General Regulations for Approved Centres 2019-2020, section 5.7 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 (controlled assessments, coursework and non-examination assessments) 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 examination.

St John's College is committed to ensuring that:

- internal assessments are conducted by members of the teaching staff who have the appropriate knowledge, understanding and skills and who have been trained in this area;
- assessment evidence provided by candidates is produced and authenticated according to the requirements of the Awarding Body for the subject concerned;
- the consistency of internal assessment will be maintained by internal moderation and standardisation;
- all student work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and regulations of the specification relating to the qualification.

Note to students

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

1. St John's College 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. St John's College will inform candidates that they may request copies of materials (e.g. a copy of their marked work, the relevant specification, the mark scheme and any other subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
3. St John's College will, having received a request for copies of materials, promptly make these available to the candidate within 2 working days.
4. St John's College 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, within 4 calendar days of receiving copies of the requested materials, by completing an Internal Appeals Form (available from the Examinations Officer).
6. St John's College will allow 4 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.

7. St John's 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. The reviewer will ensure that the candidate's mark is consistent with the standard set by the centre.
8. The candidate will be informed in writing of the outcome of the review of the centre's marking.
9. The outcome of the review of the centre's marking will be made known to the Headteacher. A written record of the appeal and the outcome will be kept on file at the centre.

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.

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 St John's College's compliance with JCQ's General Regulations for Approved Centres 2019-2020, 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, internal deadlines for requesting a service and fees charged are provided by the Examinations Officer.

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

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.

Enquiries about Results (EARs) offers **three** services:

- 1: clerical re-check;
- 2: review of marking;
- 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 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 Examinations Officer will investigate the feasibility of requesting an enquiry supported by the centre.

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.

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 by completing the internal appeals form at least 10 working days prior to the internal deadline for submitting an EAR.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.

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. 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 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. 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 internal appeals form should be completed and submitted to the centre within 10 working 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 (fees are available from the examinations 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.