



Internal Appeals Procedures Policy (a)

Date of last review:	2019	Review period:	Annually
Date of next review:	2020	Written by:	Exams Officer
Type of policy:	Non-statutory	Committee:	Curriculum & Standards
Signature:			

This document is reviewed annually to ensure compliance with current regulations and Appeals Procedures against internal assessment decisions.

Appeals Against Internal Assessment Decisions

Wyre Forest School is committed to ensuring that internal assessments are marked and administered fairly, consistently and in accordance with the awarding body specifications and subject-specific associated documents.

This is ensured by:

- Subject staff having the necessary and appropriate knowledge, understanding, skills, and training in this activity;
- Subject staff authenticating candidates work according to the requirements of the relevant awarding body;
- A process of internal moderation and standardisation led by nominated staff;
- An appeal against internal assessment decisions can be made, based on the above not being fulfilled;
- All appeals must follow the procedure detailed below.
- The centre will inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking before marks are submitted to the awarding body.
- All candidates being made aware of this policy through the Candidate Exam Accreditation Handbook and having access on the website.

Note – appeals may only be made against the marking/assessment process, not against the mark submitted by the centre for moderation by the awarding body.

1. Appeals should be made as early as possible and at least two weeks before the end of the last externally assessed paper in the examination series (e.g. the last GCE or GCSE written paper in the summer exam series).
2. Appeals should be made using the internal appeals form completed by the candidate (or parent/carer) to the Headteacher, stating the details of the complaint and the reasons for the appeal. The Headteacher will conduct the investigation of the appeal with at least two other members of staff who have not been involved in the original internal assessment decision. If the Examinations Officer is not able to assist in the investigation, the Headteacher will appoint another member of staff of similar or greater seniority to carry out the investigation.
3. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements as detailed in the awarding body specification(s) and/or subject-specific associated documents.

4. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to internal assessment procedures.
5. The outcome of the appeal will be made known to the Headteacher and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity in procedures to light, the awarding body will be informed.

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 Wyre Forest School and is not covered by this procedure.

Appeals Against External Assessment Marks

Following the issue of results, the general qualification awarding bodies offer Post-Results Services. Full details of these services, internal deadlines for requesting a service and fees charged, will be provided by the Examinations Officer.

Where a candidate is unhappy with the mark awarded for a particular exam unit (e.g. written exam, coursework, practical assessment, etc.), a clerical check, re-mark or re-moderation may be requested via the Exams Office.

This request must be made in writing and acknowledge that the outcome may result in the grade being confirmed, raised or lowered. The student will be responsible for paying the relevant fee at the time of the request. The decision as to whether to support such an enquiry will be made by the school on the basis of several factors, including knowledge of the exam system and professional judgement.

On occasions, the Subject Leader may request a re-mark. It is still necessary to obtain the students written consent. In this instance, the department will bear the cost of the re-mark.

Full details of the process will be circulated to all students together with their Statement of Results.

Appeals Procedure Following the Outcome of an Enquiry about Results

Where the Headteacher remains dissatisfied after receiving the outcome of an EARs, 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 Headteacher is satisfied after receiving the outcome of an EAR, but the internal candidates and/or their parents/carers are not satisfied, they may make a

further representation to the Head of Centre. Following this, the Headteacher's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. Candidates parents/carers' are not permitted to make direct representations to an awarding body.

The **Internal Appeals Form** (Appendix 1) should be completed and submitted to the centre within 10 calendar days of the notification of the outcome of the enquiry. Subject to the Headteacher'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.

The internal appeals procedures for Wyre Forest School has been produced to demonstrate compliance with the following:

JCQ General Regulations for Approved Centres

(<http://www.jcq.org.uk/exams-office/general-regulations>)

Controlled Assessments, Coursework and Portfolios of Evidence

5.8 The centre agrees to

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 made widely available and accessible to all candidates; (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).

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).

JCQ Post-Results Services

(<http://www.jcq.org.uk/exams-office/post-results-services>)

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.

6. Appeals

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 appeal should be submitted to the relevant awarding body. 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 appeal, 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 appeals with centres and private candidates.

JCQ A Guide to the Awarding Bodies' Appeals Processes

(<http://www.jcq.org.uk/exams-office/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.

Ofqual GCSE, GCE, Principal Learning and Project Code of Practice

(<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>)

- 9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place:
 - iii. A formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry. Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.
- 9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

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:

<http://www.jcq.org.uk/exams-office/controlled-assessments>

<http://www.jcq.org.uk/exams-office/coursework>

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

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

