



Internal appeals Procedures

(Including Enquiries about Results)

Valid from December 2023

Key staff involved in the internal appeals procedure

Role	Name(s)
Head of centre	P Douthwaite
Senior leader(s)	Mrs K Williams
Exams officer	Mrs Julie Price
Other staff (if applicable)	Not Applicable

Purpose of the procedure

This procedure ensures compliance with JCQ regulations which state that centres must 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

GSHS will ensure that before submitting marks to the awarding body they inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

All centre staff follow a robust Non-examination Assessment Policy (for the management of non-examination assessments). This policy details all procedures relating to non-examination assessments for relevant qualifications delivered in the centre, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow

Appeals against internal assessment decisions (centre assessed marks)

Certain qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by George Stephenson High School and internally reviewed/standardised. The marks awarded which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

The moderation process carried out by the awarding body 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.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. George Stephenson High School 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 this appeals procedure to consider whether to request a review of the centre's marking.

1. Curriculum Leaders 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. Curriculum Leaders will inform candidates that they may request copies of materials (i.e. a copy of their marked work, specification, mark scheme and any other specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
3. Curriculum Leaders will, having received a request for copies of materials, promptly make them available to the candidate within 3 working days.
4. George Stephenson High School 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 7 calendar days of receiving copies of the requested materials. The Internal Appeals Procedure must be followed and the Internal Appeals Form completed.

6. George Stephenson High School will allow 7 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. George Stephenson High School 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 be instructed to 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 head of centre 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 process may lead to mark changes. This process is outside of our control and is not covered by this procedure.

Enquiry about Results

If the centre or a candidate has a concern and believes a result may not be accurate, an enquiry about the result may be requested. There are 3 services to choose from.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 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 an 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 appropriate member of staff 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 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.

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* 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.**

Complaints and appeals log

On receipt all appeals will be assigned a reference number and logged

The outcome of any reviews of the centre's marking will be made known to the head of centre 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.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

Appeals Monitoring Form

Candidate Name		Ref Number	
Subject Title			
Assessor Name			
Internal Moderator(s)	Date Received: Moderator(s) name	Date Reported back to Candidate & Assessor:	
Internal Moderators(s) decision & feedback			
Candidate Satisfied	Yes No	Date	Signature

If candidate not satisfied a further appeal must be made in writing to the Headteacher

Appeals Panel form

Appeals Panel Agenda & Minutes			
Agenda Apologies Documents available Original Assessment material & Decision Assessment Appeal Documents Any Other Documentation Internal Moderator/(s) Interview Assessor Interview Appellant Interview Appeal Decision			
Date			
Location			
Present			
Apologies			
Agenda Item	Action/Comment	Who	When