

# Internal appeals procedures

2021/22



ST ALBANS  
SCHOOL

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Chris Ellegard	
Date of next review	September 2022

## Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Jonathan Gillespie
SLT members	Victoria Saunders, Melody Jones
Exams Officer	Neica Gull
Exams Coordinator	Chris Ellegard

## 1. Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms St Albans School compliance with JCQ's *General Regulations for Approved Centres 2021-2022, section 5.13* that the centre has 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 recheck, a review of marking, a review of moderation or an appeal.

Certain components of GCSE and GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) that, contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher and internally moderated within the relevant Department of the School. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

Deadlines for the submission of marks (Summer 2022 exam series)

Date	Qualification	Details
April/May	GCSE	Varies according to Board
13/05/2022	GCE A Level	Final date for submission of coursework marks (AQA, OCR, Pearson)

St Albans School 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.

St Albans School 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. St Albans 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 and internal moderator have not properly applied the mark scheme to their 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 Albans School 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**. Students will be informed in advance (at least by the day of their deadline for submitting their work) of the date on which they will be told the mark that they have been awarded by the School. In every case, marks will be communicated at a date that gives time for the procedure below to be followed according to the prescribed timescale before marks must be submitted to the examination board for external moderation. The date on which candidates are informed of their centre assessed marks constitutes the start of the process described below. Candidates **who miss the school's internal deadlines for submission** will thereby miss their opportunity to make an internal appeal; they are not entitled to expect the marking of their work to be accelerated to enable them to meet the deadlines for making such an appeal.
2. St Albans School will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the **centre's marking of the assessment**. This request must be made within a working day of the **candidate's having being informed of their centre assessed marks**.
3. St Albans School will, having received a request for copies of materials, promptly make them available to the candidate within two working days.
4. St Albans School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision. This will be within two working days from receipt of the materials from the centre.
5. Requests for reviews of marking must be made in writing using the Internal Appeals Form on page 7 below; this must be done, as noted above, within two working days of receiving copies of the requested materials. The grounds for the request must be stated.
6. St Albans School will allow 5 working days from the receipt of the appeal request 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 Albans 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.
8. St Albans School 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.**

10. 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. This external moderation process may lead to mark changes. This process is outside the control of St Albans School and is not covered by this procedure.

## 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 Albans School's compliance with JCQ's *General Regulations for Approved Centres 2021-2022*, 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. Forms for requesting a review of a result can be found on the school website or directly from the Exams Office.

Candidates are also informed of the arrangements for post-results services before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results by a newsletter emailed to all candidates.

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.

Review of Results (RORs) offers three services.

- ▶ 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 ROR 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 exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry supported by the centre.

In the unlikely event that the centre does not uphold a request from a candidate and 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. This can be done by completing the internal appeals form at least 5 working days prior to the internal deadline for submitting an ROR.

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

Following the ROR 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 ROR 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 5 calendar days of the notification of the outcome of the ROR. **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 exams 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.

## Internal appeals form

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below

*(If applicable, tick below)*

- Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking

*If necessary continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed*

Appellant signature:

Date of signature:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure



## Further guidance to inform and implement 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-level-conditions>
- ▶ GCSE (A\* to G) qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>
- ▶ GCE qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>
- ▶ Pre-reform GCE qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>