



## Statement of Policy on Internal Appeals & Procedure 2017 to 2018

### **RATIONALE**

These procedures are reviewed annually to ensure compliance with current regulations

- ↳ To outline the procedures for appeal against examination outcomes

This policy must be read in conjunction with: JCQ publication *Appeals against internally assessed marks (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments)*

### **AIMS**

**PAC** is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. **PAC** 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.

- ↳ To outline what might be taken into consideration before an entry is refused
- ↳ To outline procedures with regard to parents requests or appeals in respect of this policy

In accordance with the Code of Practice for the Conduct of External Qualifications produced by the Qualifications and Curriculum Authority (QCA) Prestwich Arts College is committed to ensuring that

- ↳ Internal assessments are conducted fairly, consistently and in accordance with the specification for the qualification concerned
- ↳ Assessments are conducted by staff who have been trained in this activity and have the appropriate knowledge, understanding and skills
- ↳ Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specification for each subject
- ↳ The consistency of internal assessment is assured through internal standardisation

### **PRACTICES**

Appeals procedure against internally assessed marks

If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

**N.B: an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body**

1. Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.

2. Appeals must be made in writing (using the **internal appeals form**) detailing the reasons for the appeal. This must be passed to the examinations officer who will alert the Deputy Head.
3. The Deputy Head will conduct an investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
4. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the awarding body's specification and subject-specific associated documents.
5. 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.
6. The outcome of the appeal 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 appeal bring any 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 Prestwich Arts College and is not covered by this procedure.

### **Appeals procedure: GCSE examinations and other national qualifications**

**Where the head of centre** is dissatisfied after receiving the outcome of an EAR, 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 head of centre is satisfied after receiving the outcome of an EAR, but the internal candidate and/or their parent/carer is not satisfied, they may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. 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 calendar days** of the notification of the outcome of the enquiry. Subject to the head of centre'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.

This is given out with examinations outcomes in August

**Where the candidate or the parent/carer is dissatisfied** 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 Mrs Linton.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers). (EAR service 3 is not available to individual candidates). If a query is raised about a particular examination result, the exams officer, Deputy Head will investigate the feasibility of requesting an enquiry at the centre's expense.

When the centre does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf. \* see below

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the **internal appeals form** at least **one week prior to** the internal deadline for submitting an EAR.

### **Appeals procedure against centre (PAC) decisions not to support an enquiry about results**

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.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers). (EAR service 3 is not available to individual candidates). If a query is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

When the centre does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

**If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the internal appeals form at least one week prior to the internal deadline for submitting an EAR**

If the appeal results in a change of grade or level the fee will be reimbursed.

### **FEES**

The fee will be determined by the service required. Fees are changed annually by the awarding bodies. Some typical fees are listed below. The Examination Officer will make clear the exact fee to be paid before the appeal has been lodged at the school.

- |  |                    |
|--|--------------------|
| ➤ Appeal of a GCSE result (request for remark of papers):                          | £45.00 per subject |
| ➤ Appeal of a GCSE result (request for remark of papers and a copy of the papers): | £60.00 per subject |

## Internal appeals form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- internally assessed marks
- the centre decision not to support an enquiry about results
- the outcome of an enquiry about results

<b>Name of appellant</b>		<b>Candidate name if different to appellant</b>	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

*Continue overleaf if necessary*

### Appeal against internally assessed marks

#### Appellant declaration

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body.

**Signature:**

**Date of signature:**

### Appeal against the centre decision not to support an enquiry about results

#### Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

**Signature:**

**Date of signature:**

### Appeal against the outcome of an enquiry about results

#### Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

**Signature:**

**Date of signature:**

The appellant declaration against the relevant appeal must be signed, dated and returned to the Mrs Linton (exams officer), on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

The internal appeals procedures for this centre have been produced to demonstrate compliance with the publications below.

**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.**

## **7. 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:

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

**The Appeals Process** <http://www.icg.org.uk/examination-system/the-appeals-process>

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Date Reviewed: November 2017  
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Signed:



Head Teacher

Signed:



Chair of Governors