



St Peter's Catholic High School

Internal appeals procedures

2017/18

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	

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Key staff involved in internal appeals procedures

Role	Name(s)
Head of Centre	Mr A McGlown
SLT Members	Mrs H Pinnington (Deputy Head)
	Mr N Ashton
	Mr I Bromelow
	Mr C Pollitt
	Mr P Santus
Exams Officer	Mrs M Fairclough

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

This procedure confirms St Peter's compliance with JCQ's *General Regulations for Approved Centres 2017-2018*, section 5.8 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 (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) and other qualifications 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 moderation.

Deadlines for the submission of marks (Summer 2018 exam series)

Date	Qualification	Details
31/03/2018	GCSE (9-1) Physical Education	Final date for submission of marks OCR
07/05/2018	GCSE	Final date for submission of marks AQA
15/05/2018	GCSE	Final date for submission of marks OCR and Pearson
31/05/2018	GCSE (9-1) Art & Design	Final date for submission of marks AQA

St Peter's 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 Peter's 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 for GCSE, BTEC and ELC, 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 Peter's 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.

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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 Peter's 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 Peter's 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 (within 3 working days of receiving their assessment mark).
3. St Peter's will, having received a request for copies of materials, promptly make them available to the candidate within 2 working days.
4. St Peter's will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision (up to 5 working days).
5. St Peter's will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing **within 5 working days of receiving copies of the requested materials by completing the internal appeals form.**
6. St Peter's will allow 5 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 Peter's 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 Peter's will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. St Peter's will inform the candidate 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. A written record of the review will be kept and made available to the awarding body upon request.

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

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awarding body ensures that centre marking is line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

The procedure (in grey font) is quoted directly from the JCQ publication [Reviews of marking \(centre assessed marks\) suggested template for centres](#) (updated in January 2018).

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 Peter's compliance with JCQ's *General Regulations for Approved Centres 2017-2018*, section 5.14 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 exams officer.

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. Details of the post-results service will be issued to candidates with their 'Individual Candidate Timetable'. See Appendix A.

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.

- ▶ 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 curriculum leader 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 5 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.

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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 5 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 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

- 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

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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

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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>
- ▶ Notice to Centres – informing candidates of their centre assessed marks
<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>

Appendix A

RE: POST RESULTS SERVICES

If you feel any of your results are not a true reflection of your efforts and you wish to discuss your concerns please speak to a member of the Senior Leadership Team / Curriculum Leader / Subject Teacher on results day.

If you wish pursue one of the post result services outlined below, please contact Mrs Fairclough, Exams Officer, who will log your enquiry / concerns and forward them onto the relevant Curriculum Leader. After consultation with the Curriculum Leader and subject teacher, Mrs Fairclough will contact you to discuss your options.

Enquiries about Results (EAR)

EAR Service 1 – Clerical check

This is a re-check of all clerical procedures leading to the issue of a result. This service will include the following checks:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks

Service 1 – Clerical check and a copy of the re-checked script.

EAR Service 2 – Post-results review of marking

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. This service will include:

- the clerical re-checks detailed in Service 1;
- a review of marking as described above

Service 2 – Post results review of marking and a copy of the reviewed script

ATS – original script

This service is to request the original script to be returned.

This service is available to individual candidates or centre staff (subject to candidate permission).

Please note that in order for the school to make enquiries about results, whether it is at your request or the school's, you are required to give your written consent.

You need to be aware that if we make an enquiry about a result and a subsequent appeal of one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is lowered, so your final grade may be lower than the original grade you received.
- Your original mark is confirmed as correct, so there is no change to your grade.
- Your original mark is raised, so your final grade may be higher than the original grade you received.

In view of this we **will not proceed** with any enquiry about results until we have received your written consent. A copy of the consent form can be found on the school website

www.saintpetershigh.wigan.sch.uk/keyinformation/examsinations

Please note that the deadline for processing enquiries about results is not available at this time. Please contact the Exams Officer for further details.