

Internal Appeals Policy

2018-2019

Approved/reviewed by	
Date of next review	November 2019

These procedures are reviewed annually to ensure compliance with current regulations

Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Peter Sweeney
SLT members	Trish Devlin, Greg Doyle, Louise Gammage, Liam Lynch, Bernadette O'Hanlon, Simon Woollatt, Claire Wilmot, Lindsay Unsworth
Exams officer	Jane Byng

DOCUMENT HISTORY

Issue No.	Date Written	Comments
1	8.5.16	
	9.5.17	Checked all still relevant
2	30.9.17	Document checked, iGCSE removed
3	16.10.18	Previous Management of Controlled Assessment and Coursework and NEA Policy now merged into one. Dates updated, new regulations included.

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

This procedure confirms St Joan of Arc Catholic's School compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, section 5.7 and 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. 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 (legacy 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 2019 exam series

Marks to students deadline	Exam board submission deadline	Qualification	Subject	Details	Exam Board
01/05/2019	15/05/2019	GCSE	Art	1AD0 01 & 02	Pearson / Edexcel
01/05/2019	15/05/2019	Cambridge Nationals	Child Dev	J818 – R019 B 02 and R020 B 02	OCR
01/05/2019	15/05/2019	GCSE	Drama	1DR0 / 01	Pearson / Edexcel
23/04/2019	07/05/2019	GCSE	English Language	8700/C Spoken Endorsement	AQA
23/04/2019	05/05/2019	GCSE	Music	Component 1 (C660U10), Component 2 (C660U20)	Eduqas
17/03/2019	31/03/2019	GCSE	PE	J587F/03	OCR
23/04/2019	07/05/2019	GCSE	Design and Technology	8552 - C	AQA
01/05/2019	15/05/2019	GCE	Art (Fine Art)	9FA0 - 01 and 02	Pearson / Edexcel
01/05/2019	15/05/2019	GCE	Biology	Practical Endorsement	OCR
01/05/2019	15/05/2019	GCE	Chemistry	Practical Endorsement	OCR
01/05/2019	15/05/2019	GCE	Computer Science	H446 / 03	OCR
01/05/2019	15/05/2019	GCE	Drama	9DR0 - 01	Pearson / Edexcel
23/04/2019	07/05/2019	GCE	English Literature	7712 / C	AQA
23/04/2019	07/05/2019	GCE	Extended Project	7993	AQA
01/05/2019	15/05/2019	GCE	Geography	9GE0 / 04	Pearson / Edexcel
01/05/2019	15/05/2019	GCE	History	H505 / Y100B	OCR

01/05/2019	15/05/2019	GCE	Film Studies	H410 – 02 and 04	OCR
17/03/2019	31/03/2019	GCE	PE	H555/04 (Visiting Moderator)	OCR
01/05/2019	15/05/2019	GCE	Photography	9PY0 – 01 and 02	Pearson / Edexcel
23/04/2019	07/05/2019	GCE	Physics	Practical Endorsement	AQA

St Joan of Arc Catholic 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 Joan of Arc Catholic 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 for GCE, GCSE, Cambridge Technicals, Cambridge Nationals, NCFE VCert and Extended Project qualifications, 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 Joan of Arc Catholic 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 the following appeals procedure to consider whether to request a review of the centre's marking.

1. St Joan of Arc Catholic 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. This must be done on paper and two weeks prior to the deadline for submission of marks, set by the exam board (see pages 4/5).
2. St Joan of Arc Catholic 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.
3. St Joan of Arc Catholic School will, having received a request for copies of materials, promptly make them available to the candidate within 2 calendar days.
4. St Joan of Arc Catholic School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. St Joan of Arc Catholic School provides clear deadlines 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 3 calendar days of receiving copies of the requested materials by completing an **Request for Review of Internal Marking Form**.
6. St Joan of Arc Catholic School will allow 5 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. St Joan of Arc Catholic 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 Joan of Arc Catholic School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. St Joan of Arc Catholic School will inform the candidate in writing of the outcome of the review of the centre's marking.

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 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.

minimum of 14 days before deadline

Mark received by candidate. Minimum of two weeks prior to exam board deadline



within 2 days of receiving mark

Candidate has 2 days to ask for a COPY of their work and the mark scheme used to mark it (where not confidential). If confidential then a generic mark scheme must be provided.



within 5 days of receiving mark

Candidate has 3 working days to request review of internal marking, with reasons.



5 days

Department has 5 working days to perform the review internal marking. Reviewed mark issued to candidate, exams office and submitted to Exam Board.

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 Joan of Arc's compliance with JCQ's *General Regulations for Approved Centres 2018-2019, 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 to request EARs and ATS are available from the Exams Office (or on the website post issue of results) internal deadlines for requesting a service and fees charged are detailed on the form.

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 in the Candidate Handbook.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of 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 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. Candidates are required to sign the form themselves, a relative cannot sign on their behalf. Teachers requesting ATS must get the candidate to sign the request form after their results have been issued.

The school may raise a concern about a particular examination result, in which case no fees will be charged but the candidate still needs to sign the form to give consent.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review, an internal appeal can be submitted to the centre by completing the **internal appeals form** at least 5 days prior to the internal deadline for submitting an RoR.

The appellant will be informed of the outcome of his/her appeal within 5 days of it being received by the centre.

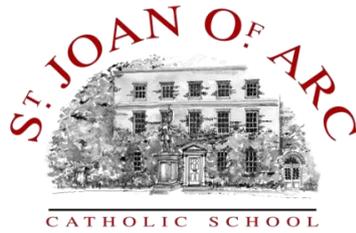
Following the RoR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications *Post-Results Services* and *JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)* will be 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 review 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.



FOR CENTRE USE ONLY	
Date received	
Reference No.	

Request for Review of Internal Marking

Name		Candidate Number	
Exam Board		Level (GCSE / A level)	
Subject		Unit / Component	

Please state the grounds for your appeal below. You must state precisely where you believe the school has not properly and fairly applied the mark scheme or followed the school's NEA Policy.

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

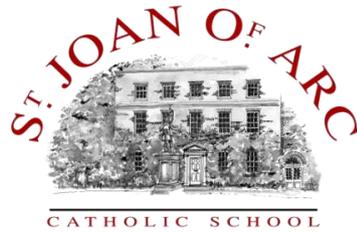
I understand that, under a review of marking) my original mark may be raised or lowered as well as remain the same. Following a review, the reviewer's mark will be submitted even if it is lower than my original mark. In all cases the examination board moderation process may amend my mark.

Candidate signature:

Date of signature:

Cost: £50 to be paid via ParentPay before the form is submitted to the Exams Office.

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. Payment must be made prior to returning the form



Internal Appeals Form

I wish to appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal.

Name		Candidate Number	
Exam Board		Level (GCSE / A level)	
Subject		Unit / Component	

Please state the grounds for your appeal below.

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

Candidate 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 publications

- ▶ 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 publications

- ▶ 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>