



**The Queen Elizabeth
Academy**
“We Can and We Will”

Internal Appeals Procedure 2021-2022

To be reviewed annually to ensure compliance with current regulations

Approved/reviewed by

Charlotte Swaby

Examinations Officer

Date of next review February 2023

Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms The Queen Elizabeth Academy's compliance with JCQ's *General Regulations for Approved Centres 2021-2022*, section 5.7 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.

The Queen Elizabeth Academy 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.

The Queen Elizabeth Academy ensures that all centre staff follow the *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 GCSEs, 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. The Queen Elizabeth Academy 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 correct 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.

Written Appeals Procedure

Pupils are to be given this information at the beginning of Year 10 along with their Notice to Candidates regarding the authenticity of their work and the following procedure is located on the school website within the Exam section.

1. The Queen Elizabeth Academy 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. The Queen Elizabeth Academy 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. The Queen Elizabeth Academy will, having received a request for copies of materials, promptly make them available to the candidate within 2 working days.
4. The Queen Elizabeth Academy will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. The Queen Elizabeth Academy will provide a clear deadline for candidates to submit a request for a review of the centre's marking. The deadline will be **5 working days** after the candidate is advised of their marks. Requests will not be accepted after this deadline. Requests **must** be made in writing by completing the internal appeals form.
6. The Queen Elizabeth Academy 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. The Queen Elizabeth Academy 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. The Queen Elizabeth Academy will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The Queen Elizabeth Academy 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 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.

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 The Queen Elizabeth Academy'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. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer.

Before they sit any exams candidates are informed (via the website and GCSE Student Handbook) of the arrangements for post-results services and the accessibility of senior members of centre staff immediately after the publication of results.

If the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post results services may be considered.

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check)

This is the only service that can be requested for objective tests (multiple choice tests)

- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)

This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)

- Service 3 (Review of moderation)

This service is not available to an individual candidate

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- copies of scripts to support teaching and learning

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

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. Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded.

Candidate consent can only be collected after the publication of results.

If a concern is raised about a particular examination result and the candidate feels that the school should investigate further - the Head of Centre (the Head Teacher), in liaison with the Exams Officer and teaching staff, will explore the feasibility of requesting a review supported by the centre.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR 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 a review, an internal appeal can be submitted to the centre by completing the internal appeals form at least one week prior to the internal deadline for submitting a RoR. The candidate will be informed of the outcome of his/her appeal, before the internal deadline for submitting a RoR.

Following the RoR outcome, an external appeals process is available if the Head of Centre (the Head Teacher) 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 10 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 of 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.



The Queen Elizabeth
Academy

INTERNAL APPEALS FORM

FOR CENTRE USE ONLY	
Date Received	
Ref Number	

Please tick to indicate the nature of your appeal

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

Appellant Signature

Date of Signature

This form must be signed, dated and returned to the Exam Office on behalf of the Head of Centre and within the timescale indicated in the Appeals Procedure.

