
Farmor's School Protocol

Subject: Internal appeals protocol

Date Reviewed: March 2019

SLT Responsible: Steve Shaw

Link Policies: Examinations Policy

Reviewed and approved by appropriate members of the senior leadership team to ensure that it is fit for purpose and compatible with the existing policies and procedures of the centre. The review should be repeated at regular intervals and kept up to date.

Date: November 2018

Due for Review: November 2019

I. Appeals against internal assessment decisions

Farmor's School is committed to ensuring that whenever its staff mark candidates' controlled assessment, coursework, BCS ECDL units and non-examination assessments, this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents. Farmor's 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. Farmor's 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 this appeals procedure to consider whether to request a review of the centre's marking.

Farmor's 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. See table 1.

Farmor's 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.

Farmor's School will, having received a request for copies of materials, promptly make them available to the candidate within 2 calendar days.

Farmor's School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.

Farmor's School 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.

Requests for reviews of marking must be made in writing within 2 calendar days of receiving copies of the requested materials:

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 using the Internal appeals form below and sent to Rachael Mundy, the Examinations Officer (rmundy@farmors.gloucs.sch.uk).
3. The Head of Centre will appoint a member of the Senior Leadership Team to conduct the 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 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. Farmor's School will allow 5 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. Farmor’s 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. Farmor’s School will instruct the reviewer to ensure that the candidate’s mark is consistent with the standard set by the centre.

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.

The candidate has the right to appeal directly to the British Computer Society (BCS) within 20 days following the results of any assessment for the ECDL qualification. The candidate should complete the internal appeals form and submit to the Examinations Officer, who in turn will submit to BCS within the appeal window.

After candidates’ work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Farmor’s School and is not covered by this procedure.

Non-Examined Assessment – Deadline Dates for Students to be issued NEA results:

Table 1

Date	Board/Subject
25 April 2019	AQA – GCSE Drama. Computer Science. English Spoken Language endorsement WJEC – Hospitality & Catering AQA – GCSE Media Studies
3 May 2019	AQA- EPQ AQA – A-Level Drama AQA – A-Level Chemistry practical endorsement AQA – A-Level Geography AQA – A-Level Physics practical endorsement OCR- A Level Biology practical endorsement WJEC- A level Media studies Edexcel – GCSE Music, DT, MFL Edexcel – A Level History, English Language & Literature, English Literature AQA- DT Product Design OCR Nationals- Health & Social Care IT CiDA
16 May 2019	AQA – GCSE Art & Design (Fine Art & Photography) AQA- GCSE & GCE Physical Education (2 weeks before moderation visit) AQA – A-Level Art & Design WJEC – A-Level Art & Design (Textiles)

2. Appeals procedure against centre decisions 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.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review 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 is required for before a request for RoR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Forms to complete a RoR will be made available on results day and will be available from the Exams Office and on the website.

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

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.

3. Appeals procedure following the outcome of a Review of results

Where the head of centre remains dissatisfied after receiving the outcome of a RoR, an appeal can 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 a RoR, 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.

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 a review of results**
- the outcome of a review of results**

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:

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 a review of 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 a review of 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 Examinations Officer, on behalf of the head of centre, to the timescale indicated in the internal 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>

BCS

http://www.bcs.org/upload/pdf/operational-requirements-manual_1.pdf