



# Internal appeals procedures 2018/19

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	

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## 1. School Commitment

Ninestiles School, An Academy is committed to ensuring that, whenever its staff mark candidates' work, for external qualification, this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents for the qualification concerned.

Ninestiles School, An Academy 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 [GCSE, BTECs and OCR Nationals], including the marking and quality assurance processes which relevant teaching staff are required to follow.

This procedure confirms Ninestiles School, An Academy compliance with JCQ's General Regulations for Approved Centres 2018-2019, 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."*

The existence of this procedure is explained to students through assembly and a copy is held on school's website.

## 2. Internally Assessed Work

Certain components of GCSE (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 are then submitted by the deadline set by the awarding body for external moderation.

Ninestiles School, An 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.

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

## 3. Appeals against internal assessment decisions (centre assessed marks)

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 appeals procedure below to consider whether to request a review of the centre's marking.

1. Ninestiles School, An 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 exam board.
2. Candidates 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. Requests for materials should be made in writing to the Exams Officer no later than 7 working days.
3. Ninestiles School, An Academy will, having received a request for copies of materials, make them available to the candidate within 7 working days.

4. Ninestiles School, An Academy will provide candidates with sufficient time in order to allow them to review copies of material and reach a decision.

5. Ninestiles School, An Academy has set a deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline.

### Deadlines for submission of Marks (Summer 2019 Exam Series)

WJEC	GCSE Drama	31 <sup>st</sup> March 2019
OCR	GCSE Computer Science	
	GCSE PE	
WJEC	L1/L2 Certificate	5 <sup>th</sup> May 2019
AQA	GCSE	7 <sup>th</sup> May 2019
Pearson/OCR/WJEC	GCSE	15 <sup>th</sup> May 2019
AQA	GCSE Art and Design	31 <sup>st</sup> May 2019

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.

### 3.1 Internal Procedure

1. Appeals will be investigated by the Examinations Officer in conjunction with the Head of Faculty in question. If the either the Examinations Officer or the Head of Faculty was directly involved in the assessment in question, the Deputy Headteacher will appoint another member of staff of similar or greater seniority to conduct the investigation.

2. Appeals should be made, normally by 30th April for examinations in the Summer series, in writing, stating the details of the complaint and the reason for the appeal (see Appendix 1), to the nominated person, who will investigate the appeal. The appeal letter should be signed by both the candidate and parent/guardian. Appeals must be made at least two weeks before the end of the last externally assessed paper in the examinations series.

3. The Examinations Officer and Head of Faculty will decide whether the process used for the internal assessment conformed to the requirements of the awarding body and the examinations code of practice of the JCQ. This will be done before the end of the examination series.

4. The subject teacher(s) concerned with making the assessment will be given the opportunity to see the candidate's appeal and respond to the appeal in writing; a copy of this response will be sent to the candidate.

5. The candidate must state in writing if they are satisfied/not satisfied with the written response they have received from the teacher.

6. If the candidate is not satisfied, the candidate will be invited (with reasonable notice) to a personal hearing; this invitation will be in writing and will include a copy of all relevant documentation (e.g. given marks, assessments made). The candidate must be accompanied by a (single) parent/guardian. The teacher(s) and candidate will be given the opportunity to hear each other's submission to the panel at the hearing.

7. The panel will comprise of a senior member of staff and a governor, both of whom will have had no dealings with the case prior to the hearing.

8. The candidate will be informed in writing of the outcome of the appeal, including any correspondence with the board and any changes made to the assessment of the work. This will be received by the candidate within two weeks of the hearing.

9. The outcome of the appeal will be made known to the Headteacher, and will be logged as a complaint. The school will maintain a written record of all appeals. This record will include the outcome of the appeal and

reasons for that outcome. This record will be made available to the awarding body at their request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

**10.** The school will inform the relevant awarding body if there is any change to the internal assessment mark as a result of the appeal.

## 3.2 Moderation

After work has been assessed internally it is moderated by the awarding body (examinations board) to ensure that centre marking is in line with national standards. The moderation process may result in a mark change for internally assessed work.

That is outside the control of and is not covered by this procedure. If student/parent/guardian have concerns about it, please ask Examinations Officer for a copy of the appeals procedure of the relevant examinations board.

## 4. 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 Ninestiles School, An Academy'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. Review of result might be requested, when student/parent/guardian have concern and believes a result may not be accurate. Full details of these services, internal deadlines for requesting services 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.

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 is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body. Candidate consent form can only be collected after the publication of results. This form can be obtained from teachers and Exams Officer.

### **Candidates must be mindful that the marks and grades might be lowered.**

If a concern 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.

Where 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. Fees can be obtained from Examination Officer. Payment must be made promptly to the Finance Office.

If the candidate (or their 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 using the internal appeals form at least one week prior to the internal deadline for submitting an EAR.

The appellant will be informed of the outcome of the appeal before the internal deadline for submitting a request for review.

**12/09/2019 is Ninestiles deadline for EAR services**

**19/09/2019 is Ninestiles deadline for Access to Scripts Services**

**If candidate would like to pay for any of these services, payment must be received before the deadline for request to be processed.**

If the EAR is successful the fee will be refunded.

#### **4.1 Appeals following the outcome of an enquiry about results**

Where the head of centre remains 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 and JCQ Appeals Booklet*.

Where the head of centre is satisfied after receiving the EAR outcome, but the candidate and/or their 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 (Appendix 1)** should be completed and submitted to the centre within 10 calendar days of receiving outcome of the EAR. Following the head of centre's decision, centre will have sufficient time 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. 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.

# Appendix 1 – Internal Appeals Form



## Internal appeals form

Please complete and return to Examinations Officer,  
Ninestiles School, An Academy, Hartfield Crescent, Acocks Green, Birmingham, B27 7QG

- 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

**Candidate’s Full Name:** \_\_\_\_\_

**Subject:** \_\_\_\_\_

**Subject Teacher:** \_\_\_\_\_

**Details of Complaint:**

**Reason for Appeal:**

*If needed, please continue on additional page and attach to this sheet.*

Print and Signed student: ..... Date: .....  
Print and Signed: parent/guardian ..... Date: .....

**For Centre Use Only**

**Name of Investigator:** \_\_\_\_\_

**Date Procedure received:** \_\_\_\_\_

**Did assessment conform to JCQ/Exam Board requirements?**

Date response requested to subject teacher: \_\_\_\_\_

Date response received: \_\_\_\_\_

Copy of subject teacher's response sent to candidate:

Date of reply from candidate: \_\_\_\_\_

Date reply received from candidate & outcome: \_\_\_\_\_

Date of appeal: \_\_\_\_\_

Date invitation sent to candidate: \_\_\_\_\_

**Members of the Panel:**

**Outcome of Appeal:**

Date information sent to candidate:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_