

Internal Appeals Procedure 2023/2024

Date Policy due to be reviewed: September 2024

Committee Responsible for Policy: Curriculum Committee

Internal Assessment Appeals and Enquiries about Results Policy

Policy on Internal Assessments for Qualifications with English Awarding Bodies

In accordance with the Code of Practice for the conduct of external qualifications produced by The Joint Council for Qualifications (JCQ), Hillcrest School & Sixth Form Centre is committed to ensuring that:

- Staff have the appropriate knowledge, understanding and skills to conduct internal assessments.
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specification for each subject.
- The consistency of internal assessment is assured through internal standardisation as set out by the Awarding Bodies.
- Staff responsible for internal standardisation and/or assessment will attend any compulsory training sessions.

Written Appeals Procedure

If students believe that any of the above may not have happened in relation to his/her work, he/she may make use of the appeals procedure. **The student may only make appeals to the school regarding the procedures used in internal assessment, not the actual marks or grades submitted by the school for moderation.**

A pupil or parent wishing to appeal against the procedure used in internal assessments should contact the Information & Data Manager as soon as possible to discuss the appeal, and the school must receive a written appeal *at least two weeks before the date of the last external exam in the subject. Therefore, the deadline set for any such appeals will be 30th April in any year.*

On receipt of a written appeal, the Information & Data Manager and the Assistant Head Teacher Curriculum will conduct an enquiry into the internal assessment. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirements of the Awarding Body. This must be done before the end of the exam series to which the appeal relates.

The appellant will be informed in writing of the outcome of the appeal, including details of any relevant communication with the Awarding Body and of any steps taken to further protect the interests of the candidates. A written record of the appeal will be kept and made available to the Awarding Body at their request. Should the appeal bring any significant irregularity to light, the Awarding Body will be informed immediately.

After work has been assessed internally, it is moderated by the Awarding Body to ensure consistency between centres. Such moderation frequently changes the marks awarded for internally assessed work. This is outside the control of the school/centre and is not covered by this procedure. Each Awarding Body publishes procedures for appeals against its decisions, and the Information & Data Manager will be able to advise pupils and parents of these procedures.

Statement for Pupils:

The following statement must be provided for all pupils engaged in external examination coursework:

“If at any stage during your exam courses you have concerns about procedures used in assessing your internally marked work for public exams (e.g. coursework/controlled assessment/non-examined assessment/portfolio/projects) you should see the Information & Data Manager as soon as possible”.

It is the subject teacher’s responsibility to ensure that students are aware of this statement and their right of appeal, and how they might access that right.

The Examinations Office is situated on the Ringway. Students may come to the office at any time between 8.30 am and 3.30 pm Monday to Friday during term time, to discuss any concerns they may have regarding examinations and examination results. At busy times, it may be necessary to ask a student to return at an appointed time later in the day.

Enquiries about Results (EAR)

The school is required to follow the procedures laid out in the JCQ Post Results Service Booklet.

The following services are available following publication of results:

- **Service 1 – Clerical re-check.** This is a re-check of all clerical procedures leading to the issue of a result.
- **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. It is available for externally assessed components of a specification.
- **Priority Service 2 – Post results review of marking for level 3 qualifications only.** This service is only available if a student’s further/higher education place depends on the outcome.
- **Service 3 – Post results review of moderation.** The process by which the original moderation is reviewed to ensure fair application of the required assessment criteria. All coursework for a subject must be returned to the Awarding Body for re-moderation if this service is requested. This service is only available if the Centre’s coursework marks have been changed following external moderation.

All these services must now be requested online by the Information & Data Manager via the Awarding Body websites.

The deadline for Service 1, 2 & 3 is 20th September and for Priority Service 2 is 22nd August. These dates do not change year on year.

Candidate consent is required for all services 1 & 2, but not for Service 3. Without this consent, no reviews can be requested.

A form is available, which a student must sign to give consent for any review of a paper to take place. If the student has left school, a letter will be sent to the student explaining why the subject teacher has requested a review. A copy of the form will also be included for the candidate to sign, and a stamped, addressed envelope will be enclosed to allow for the form to be returned. Other students will be asked to complete the consent form in school.

Completed consent forms must be received in time to submit to the Awarding Body. Therefore, the internal deadline for receipt of consent forms must be **3 working days** before the deadline set by JCQ. Subject teachers and students should decide as soon as possible after receipt of results if they wish to submit an EAR.

There are 3 possible outcomes:

- The marks are confirmed as correct and there is no change to the overall grade.
- For Services 1 & 2 (including Priority 2), the marks are changed and this lowers the overall grade. If this is the outcome, it is not possible to keep the original grade. If Service 3 results in the reduction of some marks, students overall grades will not be lowered.
- The marks are changed and this increases the overall grade.

Appeals

The appeals process is only available for centres (and private candidates) who remain dissatisfied after receiving the outcome of an EAR. It is **not** available to individual students.

Any appeal must be submitted to the Awarding Body by the Head of Centre (or private candidate) within 14 calendar days of the notification of the outcome of an EAR. However it should be noted that an appeal does not generally involve a further review of the marking of a candidate's work.

The Information & Data Manager will provide advice to the Head of Centre about the stages of an appeal, should it be necessary.

FEES

EAR fees are set independently by each Awarding Body. If as a result of an EAR the marks are amended, the EAR fee will not be charged.

If a subject teacher requests any of the above services and the marks are not changed, then the school will pay the required fees.

If a candidate requests any of the above services, the subject teacher will be consulted. If the subject teacher agrees that an EAR should be requested, then the school will pay the fees. However, if the subject teacher does not agree that an EAR should be requested, the student will be required to pay the fees **before** the EAR is requested. If the EAR results in a change of grade, the fee paid will be refunded.

A fee will be charged for any subsequent appeals, which will be refunded if the appeal is upheld.

Further Information

The above is only a brief outline of the Post Results Service for the purpose of this policy. The full Post Results Service guidance booklet is available from the Examinations Office.