

Ref: Exam Appeals
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EXAM APPEALS POLICY



Governing Body Approval

Policy approved by:

_____ (NAME)
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_____ (GOVERNOR POSITION)
_____ (DATE)

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1. Roles and responsibilities

The exams officer is responsible for:

- implementing this policy throughout the school and ensuring the relevant staff understand its impact
- responding to queries in regards to this policy
- liaising with candidates when an internal or external appeal is submitted
- liaising with awarding bodies when an external appeal is submitted
- ensuring moderating standards are maintained and effective
- processing all Internal Appeals Forms and establishing the next course of action from each
- handling any instances of disputes in accordance with section 6 of this policy

The headteacher is responsible for:

- reviewing the marking of all new internal markers, to ensure standards are satisfied
- reviewing this policy in liaison with the exams officer and SLT

Curriculum Leaders are responsible for:

- ensuring that markers within their department are familiar with the grade boundaries, marking criteria and high standards of consistency that they are expected to use when internally marking work
- offering guidance and training to internal markers as required
- monitoring the effectiveness and consistency of marking within their departments and addressing any issues promptly

Internal markers are responsible for:

- marking internal work against the correct marking criteria and grade boundaries
- ensuring their marking is consistent and fair, in accordance with the Equality Act 2010
- being unbiased when completing their marking
- participating in reviews and monitoring activities of marking data, to ensure it remains consistent across the school

Candidates are responsible for:

- completing exams to a high standard, revising appropriately and preparing themselves for exam season
- taking responsibility for their learning
- completing and submitting an internal appeals form if required

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

Certain GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed by Blessed Trinity RC College and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

This procedure confirms Blessed Trinity RC College's compliance with JCO's General Regulations for Approved Centres 2020-2021 (section 5.7) that the centre will:

- have in place and be available for inspection purposes, 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
- before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

Blessed Trinity RC College 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.

Blessed Trinity RC College ensures that all centre staff follow a robust *Non-examination Assessment Policy* (for the management of GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments (for GCSE and vocational 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. Blessed Trinity RC College 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 appeals procedure below to consider whether to request a review of the centre's marking.

Blessed Trinity RC College will

1. 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. inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria
3. inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment
4. having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that these will be shared under supervised conditions) within 7 calendar days
5. inform candidates they will not be allowed access to original assessment material unless supervised

6. provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review they will need to explain what they believe the issue to be
7. provide a clear deadline for candidates to submit a request for a review of the centre's marking – this is 10 days prior to the start of the written exam series. Requests will not be accepted after this deadline. Requests must be made in writing within 7 calendar days of receiving copies of the requested materials by completing the **internal appeals form** and returning it to the school's exams officer
8. allow 10 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
9. on receipt of a written appeal, an enquiry will be conducted by the exams officer, a member of SLT and a curriculum leader/assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
11. ensures the enquiry considers whether the procedure used in the internal assessment conformed to the published requirements of the awarding body and the JCQ publications
12. 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 who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review.

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 in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

The procedure is informed by the JCQ publications Instructions for conducting non-examination assessments (6.1), Reviews of marking (centre assessed marks) suggested template for centres. and Notice to Centres -Informing candidates of their centre assessed marks

3. Enquiries about results (EARs)

This procedure confirms Blessed Trinity RC College's compliance with JCQ's General regulations for Approved Centres 2020-2021 (section 5.13) that the centre will:

- have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures must be made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations;

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.

Candidates are also informed of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results, **before** they sit any exams by through the Candidate Exams Handbook and through assemblies.

If the centre or a candidate (or his/her 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.

For written components that contributed to the final result, the centre will:

1. consider accessing the script by:
 - a) (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
 - b) (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
2. collect informed written consent/permission from the candidate to access his/her script
3. on access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
4. support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
5. collect informed written consent from the candidate to request the RoR service before the request is submitted
6. where relevant, advise an affected candidate to inform any third party (such as a college) that a review of marking has been submitted to an awarding body

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 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 must only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre will:

- confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- consult the moderator's report/feedback to identify any issues raised
- determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample

4. Appeals against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms Blessed Trinity RC College's compliance with JCQ's General Regulations for Approved Centres 2020-2021 (section 5.13) that the centre will:

- **have available for inspection purposes** and draw to the attention of candidates and their parents/carers, a **written** internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation:

- the candidate should appeal in writing to the school's business manager at least 5 working days before the published deadline for EARs, stating the reason for the appeal
- the candidate should ensure the appeal is signed, dated and includes the contact number and email address of the pupils and parent
- the appeal information will be reviewed by the exams officer and a member of SLT
- the outcome of the appeal will be communicated either by telephone, email or first-class post, as appropriate, within 24 hours of receipt
- the decision that is reached is final

If the candidate still wishes to proceed, the centre will then:

- for a review of marking (RoR priority service 2), advise the candidate he/she may request the review by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre. No enquiry will be processed until the correct fee is paid
- for a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of his/her script to support a review of marking by providing written permission for the centre to access the script (and any required fee for this service) for the centre to submit this request
- after accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee for this service) for the centre to submit this request
- inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

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 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.

5. Quality assurance

Blessed Trinity RC College is committed to quality assurance and believes it is an integral part of its processes.

The provision of education is regularly monitored and reviewed by the named quality assurance representative.

At the school, an internal verification process is in place to ensure that consistent testing and assessment standards are maintained.

Several methods of internal verification are carried out on an ongoing basis, including the following:

- Cross-marking

- Peer reviewing and appraisals

- Working observations

- Moderation

- Standardisation

All cases of borderline achievement are internally verified. All internal verification is recorded on pupils' work and on central recording systems.

At least 10 percent of other assessments are checked across all relevant markers and modules.

All necessary staff members attend relevant training and courses, keeping up-to-date with various methods of assessment and marking.

Where a new marker is assessing, all work is double-marked until the headteacher is satisfied with the standard.

All new invigilators will be observed during the first six months and annually thereafter to ensure assessment regulations are being followed.

Existing invigilators will be observed conducting an assessment at least once a year.

Information from the awarding body is circulated to all members of staff involved in the assessing of pupils' work.

The school's Equal Opportunities Policy is followed at all times and regularly monitored.

6. Appendices

Internal appeals form

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- 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 re-check, a review of marking, a review of moderation or an appeal

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below:

(If applicable, tick below)

- Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking

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

Appellant 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 – 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>
- GCE qualification-level conditions and requirements <https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>