



2023-24 Internal Appeals Procedure

Heart of England

Internal Appeals Procedure

Centre Name	Heart of England
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Date policy updated	17/10/2023
Current policy approved by	Jacqueline Hughes-Williams
Current policy reviewed by	Linda Williams
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Key staff involved in the policy

Role	Name
Head of Centre	Jacqueline Hughes-Williams
Senior leader(s)	Helen Clare Grace Theay Jon Haston Gethyn Bennett
Exams & Data Manager	Linda Williams
Other staff (if applicable)	

This procedure is reviewed and updated annually to ensure that appeals against internal assessment decisions (centre assessed marks) at Heart of England are managed in accordance with current requirements and regulations in the JCQ publications **General Regulations for Approved Centres (GR 5.7)**, **Instructions for conducting non-examination assessments (ICNEA 6.1)**. This procedure is also informed by the JCQ publications **Reviews of marking (centre assessed marks) suggested template for centres** and **Notice to Centres - Informing candidates of their centre assessed marks**.

Internal Assessment Decisions (Centre Assessed Marks)

Introduction

Certain qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Heart of England and internally reviewed/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.

The moderation process carried out by the awarding body 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 qualifications delivered at Heart of England containing components of non-examination assessment/units of coursework are:

GCSE, GCE, Cambridge Nationals, Cambridge Technicals, EPQ & BTEC Tech awards.

Purpose of the procedure

The purpose of this procedure is to confirm the arrangements at Heart of England for dealing with candidate appeals relating to internal assessment decisions.

This procedure ensures compliance with JCQ regulations which state that centres must:

- 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.

Principles relating to centre assessed marks

The head of centre/senior leader(s) at Heart of England will ensure that the following principles are in place in relation to marking the work of candidates:

- A commitment to ensuring that whenever teaching staff mark candidates' work, that this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.
- All centre staff follow a robust Non-examination Assessment Policy (for the management of nonexamination assessments). This policy details all procedures relating to non-examination assessments for relevant qualifications delivered in the centre, including the marking and quality assurance/internal standardisation 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.
- A commitment to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.
- On being informed of their centre assessed mark(s), if candidates believes that the above procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the marking standards to their marking, then they may make use of the internal appeals procedure below to consider whether to request a review of the centre's marking Additional centre-specific principles.

Procedure for appealing internal assessment decisions (centre assessed marks)

The head of centre/senior leader(s) at Heart of England 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.
- 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 work submitted.
- Inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment.
- Having received a request for copies of materials, promptly make them available to the candidate (for some marked assessment materials, such as artwork and recordings, inform the candidate that the originals will be shared under supervised conditions) within the period of time as specified (see **Deadlines** below).
- Provide candidates with sufficient time 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.
- Provide a clear deadline for candidates to submit a request for a review of the centre's marking and confirm understanding that requests must be made in writing and will not be accepted after this deadline (see **Deadlines** below).
- Require candidates to make requests for a review of centre marking by completing the internal appeals form.
- Allow sufficient time 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 for the submission of marks (see **Deadlines** below).
- Ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review.
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- Inform the candidate in writing of the outcome of the review of the centre's marking.
- Ensure the outcome of the review of the centre's marking is 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.
- Ensure a written record of the review is kept and made available to the awarding body upon request.
- Ensure the awarding body is informed if the centre does not accept the outcome of a review.

Deadlines and timescales

- Upon request, copies of materials will be made available to the candidate within 2 working days.
- The deadline to request a review of marking must be made within 3 working days of the candidate receiving copies of the requested materials.
- The process for completing the review, making any changes to marks, and informing the candidate of the outcome will be completed within 5 working days, all before the awarding body's deadline for the submission of marks.

Changes 2023/2024

(Changed) Under **Procedure for appealing internal assessment decisions**: ...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 (To) 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 work submitted

Reviews of Results and Appeals

This procedure is reviewed and updated annually to ensure that appeals against any decision at Heart of England not to support an application for a clerical re-check, a review of marking, a review of moderation, or an appeal are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

Introduction

Following the issue of results, awarding bodies make post-results services available (see below for details of how these are managed at Heart of England)

If teaching staff at Heart of England or a candidate (or his/her parent/carer) have a concern that 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 available for externally assessed components of both unitised and linear 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.

Purpose of the procedure

The purpose of this procedure is to confirm the arrangements at Heart of England for dealing with candidate appeals relating to any centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation, or an appeal.

This procedure ensures compliance with JCQ regulations (GR 5.13) which state that centres must 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 an application for a clerical re-check, a review of marking, a review of moderation or an appeal.

Post-results services

At Heart of England:

- Candidates are made aware of the arrangements for post-results services prior to the issue of results.

- Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking.

Candidates are made aware/informed by Candidate Exam Handbook, letter sent by email and published on the school website. Hard copies available on results day.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by The Exams & Data Manager Candidate Exam Handbook, letter sent by email and published on the school website. Hard copies available on results day.

Centre actions in response to a concern about a result

Where a concern is expressed that a particular result may not be accurate, Heart of England 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 concern may be justified.

For **written** components that contributed to the final grade, Heart of England will:

- Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking.

In all other instances:

- Consider accessing the script by:
- (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
- (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.
- Collect written consent/permission from the candidate to access the script. 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.
- Support a request for the appropriate Review of Results service (clerical re-check or review of marking) if any error is identified.
- Collect written consent from the candidate to request the Review of Results service before the request is submitted.
- Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body.

For **moderated** components that contributed to the final grade Heart of England 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 Review of Results 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 all candidates in the original sample.

Candidate consent

Heart of England will:

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a Review of Results service 1 or 2 (including priority service 2) is submitted to the awarding body.

- Acquire informed candidate consent 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.
- Only collect candidate consent after the publication of results Additional centre-specific actions:

Centre actions in the event of a disagreement (dispute)

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

For a review of marking (Review of Results priority service 2), advise the candidate a review may be requested by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre.

- For a review of marking (Review of Results service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking by providing written permission (and any required fee) for the centre to access the script from the awarding body.
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (Review of Results 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 the centre to request the service from the awarding body.
- Inform the candidate that a review of moderation (Review of Results service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by completing an internal appeals form at least 5 working days prior to the internal deadline for submitting a request for a review of marks.

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

Appeals

Following a Review of Results 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 Review of Results outcome, but the candidate (or parent/carer) believes there are grounds for a preliminary appeal to the awarding body, an internal appeal may be made directly to the centre. Candidates or parents/carers are not permitted to make direct representations to an awarding body. 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. To submit an internal appeal:

- An internal appeals form should be completed and submitted to the centre within the time specified by the centre from the notification of the outcome of the review of the result.
- Subject to the head of centre's decision, the preliminary appeal will be processed and submitted to the awarding body within the required 30 calendar days of the awarding body issuing 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.

Changes 2023/2024

(Changed) Under sub-heading **Reviews of Results (RoRs)**: 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) (To) This

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

Appeals relating to Access Arrangements & Special Consideration

This may include Heart of England's decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Heart of England makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted.
- An **internal appeals form** should be completed and submitted within 5 working days of the decision being made known to the appellant.

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by the centre.

If the appeal is upheld, Heart of England will proceed to implement the necessary arrangements/submit the necessary application.

Internal Appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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

- Appeal against an internal assessment decision and/or request for a review of results.
- Appeal against the centre's decision not to support a clerical check, a review of results, a review of moderation or an appeal.
- Appeal against the centre's decision relating to access arrangements or special consideration.

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.