

**Policy:** Internal Appeals

**Status:** Statutory

**Last revision by:** C Auld

**Date of last revision:** May 2021

**Open view on website:** External/Internal

Approved by:	Headteacher
Approval date:	June 2021
Date of next review:	October 2021

Action	Date	By whom
On secure website	July 2021	DJN
On public website (if applicable)	July 2021	LMS
In review schedule	October 2021	CLA

## Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Mr Peter Roberts (Headteacher)
SLT member Line Manager	Mr Richard Tipler (Deputy Headteacher)
Exams and Data Manager	Mrs Caroline Auld
Exams and Data Officer	Mrs Julie Marsden-Mosley
SLT	Deputy Headteacher - Mr Stuart Voyce Assistant Headteachers - Mrs Helen Naylor, Mr Simon Taylor, Mr Jeremy Barnett

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

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by [Centre Name] 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 Heckmondwike Grammar School's compliance with JCQ'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

### Deadlines for the submission of marks for June 2021 (updated Dec 2020)

HGS deadline	Date	Qual	Details
16/03/21	31/03/21	GCE	OCR deadline for AS and A Level PE (H155/05 and H555/06) and GCSE PE (J587/05 and J587/06)
16/03/21	31/03/21	GCSE	OCR deadline for a minimum of 50% of the marks for GCSE PE (J587/04)
22/04/21	07/05/21	GCSE	Last date for AQA and the moderator to receive internally-assessed marks for May/June 2021, except for Art and Design
22/04/21	07/05/21	GCSE	Last date for AQA to receive internally-assessed grades for GCSE English and MFL Spoken Language Endorsement
30/04/21	15/05/21	GCE	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC) including A Level science endorsement grades
16/05/21	31/05/21	GCE, GCSE	Last date for AQA and the moderator to receive internally-assessed marks for May/June 2021 Art and Design

\* Internal deadline for initial marks to be in SIMS **and** shared with students.

*Deadline for final mark (following any reviews of marking) to be in SIMS is two working days before the Awarding Body deadline. Subject Leaders confirm with Exams Team that marks are complete and correct.*

Heckmondwike Grammar School 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.

Heckmondwike Grammar 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 [(insert as applicable for your centre) for GCE, GCSE, Project qualifications (include any other qualifications delivered in your centre to which these procedures apply)], 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. Heckmondwike Grammar 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 the appeals procedure below to consider whether to request a review of the centre's marking.

## Heckmondwike Grammar School 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 (for example, as a minimum, a copy their 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 **within 2 working days of receiving their marks**
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 1 working day**.
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. Requests will not be accepted after this deadline. **Requests must be made in writing within 2 working days of receiving copies of the requested materials by completing the internal appeals form.**
8. allow **2 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. 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
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
11. 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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

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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

## **2. 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 Heckmondwike Grammar School'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

Following the issue of results, awarding bodies make post-results services available. [

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. The Information for Candidates booklet (handed out to all exam candidates with their exam timetables) states that the details are on the website and the students also get a reminder email before results day with a link to the web page. Further details are in the envelope with their results,

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.

The candidate may request a Post Results Service themselves by the process below:-

1. They should speak to their subject teacher or Subject Leader to discuss their marks and grade to decide if the review is appropriate. The member of subject staff should consider if reviewing the script would be appropriate first, advising candidate of the additional cost.
2. The candidate must complete and sign the form in their Results envelope and pay the appropriate ROR fee (in full) to the centre, by the deadline set, before the request will be made to the awarding body on the candidate's behalf.

3. Candidates must be informed 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.

Outcomes are received electronically and emailed directly to the candidate's school email address. If the review results in a grade change the cost is refunded by bank transfer.

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

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking
2. In all other instances, 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
3. Collect informed written consent/permission from the candidate to access his/her script
4. 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
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified]
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted
7. 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]

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

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 by completing the internal appeals form at least five working days prior to the internal deadline for submitting an RoR.

The appellant will be informed of the outcome of their appeal, before the internal deadline for submitting a RoR.

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 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** should be completed and submitted to the centre within five 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.

#### **Heckmondwike Grammar School Exams Office Procedures:**

All enquiries about results requests are submitted online, on day of receipt of candidate confirmation (and payment if required), via the awarding body website.

Following each submission, a copy of the exam board acknowledgement is printed and saved with the candidate form.

Details of all requests are recorded on a spreadsheet, including payments made. This is kept up to date when outcomes are received along with any refunds required.



### 3. Changes for Summer 2021

The usual Post Results Services will not be available from the awarding bodies in Summer 2021 following the cancellation of the exams. This has been replaced by a 3 stage appeals process. To support you with this, we have shared the Heckmondwike Grammar School Centre Policy and Subject Assessment Records (<https://www.heckgrammar.co.uk/students/examinations/teacher-assessed-grades-information/>).

#### **Stage 1: centre review**

If you don't think you have been issued with the correct grade, you can appeal to HGS, who will review whether there has been:

- an administrative error, e.g. submitted an incorrect grade; used an incorrect assessment mark when determining your grade.
- a procedure has been applied incorrectly, e.g. HGS did not follow their Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness.

#### **Stage 2: appeal to the exam board**

If you still don't think you have the correct grade after the centre review is complete, you can ask HGS to appeal to the exam board, who will review whether

- we have made an unreasonable exercise of academic judgement in the choice of evidence from which they determined your grade and/or in the determination of your grade from that evidence
- we did not apply a procedure correctly, e.g. they did not follow their Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness
- the exam board made an administrative error, e.g. they changed your grade during the processing of grades

#### **Stage 3: appeal to Ofqual**

Finally, if you believe the exam board has made a procedural error in handling your appeal, you can apply to Ofqual's Exam Procedures Review Service to review the process undertaken by the exam board.

Details of how to apply for any of these processes and any fees involved will be posted on the website <https://www.heckgrammar.co.uk/students/examinations/post-results-service/>

Internal Appeals Form		For Centre Use Only	
Please tick box to indicate the nature of your appeal and complete all white boxes on the form below		Date Received	
<input type="checkbox"/>	Appeal against an internal assessment decision not to support a clerical check, review of marking or review of moderation	Reference No.	
<input type="checkbox"/>	Appeal against the centre's decision not to support an appeal		

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:

*(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>