

Heckmondwike Grammar School

Policy: Internal Appeals Procedure

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In review schedule	November 2024	JLM



Internal Appeals Procedure

Including:

- Internal Assessment Decisions (NEA/Coursework)
- Post Results Services & Appeals
- Access Arrangements & Special Consideration
- Administrative Issues

2023/24

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Julie Marsden-Mosley	
Date of next review	Nov 2024

Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Mr Peter Roberts (Headteacher)
Senior leader(s)	Mr Richard Tipler (Deputy Headteacher)
Exams Manager	Mrs Julie Marsden-Mosley
SLT	Deputy Headteacher – Mrs Nicky Thomas Assistant Headteachers – Miss Megan Maguire Mr Simon Taylor, Mrs Shereen Keddy

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Purpose of the procedure

This procedure confirms Heckmondwike Grammar School compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z, 5.8) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration
- draw to the attention of candidates and their parents/carers its written internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an application clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

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 Heckmondwike Grammar School 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.

This procedure confirms Heckmondwike Grammar School's compliance with JCQ's **General Regulations for Approved Centres** (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

* HGS Deadline	Exam Board Deadline	Qual	Details
11.03.2024	15.03.2024	GCE	OCR deadline for AS and A Level PE (H555/05 & 06) (HGS Deadline date due NEA taking place 11.03.24)
13.05.2024	31.05.2024	GCSE	AQA 8582/C (new course 2024) 2 weeks before moderation visit, which takes place 1 March 2024 to 31 May 2024.
03.05.2024	07.05.2024	GCSE	Last date for AQA and the moderator to receive internally-assessed marks for May/June, except for Art and Design
03.05.2024	07.05.2024	GCSE	Last date for AQA to receive internally-assessed grades for GCSE English and MFL Spoken Language Endorsement
03.05.2024	15.05.2024	GCE	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC) including A Level science endorsement grade
16.05.2024	31.05.2024	GCE, GCSE	Last date for AQA and the moderator to receive internally-assessed marks for May/June – Art & 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 for GCE, GCSE, Project qualifications, - [the JCQ Notice to Centres – Informing candidates of their centre assessed marks \(FAQ 1\)](#) confirms that the JCQ publication **General Regulations for Approved Centres** states that centres **must** have a written internal appeals procedure

*relating to internal assessment decisions in all qualifications. Details of this procedure **must** be communicated, made widely available and accessible to all candidates.* This will include 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. 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 their work, or that the assessor has not properly applied the marking standards to their marking, then they 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 work submitted
3. inform candidates that they may request copies of materials (generally as a minimum, a copy of 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 **artwork** 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 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 for the submission of marks.
9. 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
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 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 procedure is informed by the JCQ publications Instructions for conducting non-examination assessments (section 6.1), Review of marking (centre assessed marks) suggested template for centres. and Notice to Centres - Informing candidates of their centre assessed marks

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** (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 application for 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. Full details of these services, internal deadlines for requesting a service and fees charged are added to the school website as soon as the details are released by the exam boards [Post Results and Appeals | Heckmondwike Grammar School \(heckmondwikegrammar.co.uk\)](https://heckmondwikegrammar.co.uk/post-results-and-appeals).

Candidates are also 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 email detailing the arrangements for collection of results guides candidates to the relevant pages of the website.

If the centre or a candidate (or their 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 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 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 the form, either paper or online (as detailed on the website) 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 their 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 school 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 a review of results, an internal appeal can be submitted to the centre by completing the internal appeals form at least **5 working days** prior to the internal deadline for submitting a request for a review of results.

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 **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.

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.

Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Heckmondwike Grammar School compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

Heckmondwike Grammar School will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and reasonable adjustments

In accordance with the regulations, Heckmondwike Grammar:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

Special consideration

Where Heckmondwike Grammar School can provide signed evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include Heckmondwike Grammar Schools' 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 Heckmondwike Grammar School 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

- The **internal appeals form** should be completed and submitted to the centre within **5 calendar days** of the centre's notification of the outcome decision being notified to the appellant relating to either Access Arrangements, reasonable adjustments and special consideration. The appeal will be logged by the centre on the day of receipt.

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 14 calendar/working days of the appeal being received and logged by the centre**].

If the appeal is upheld, Hecmondwike Grammar School will **proceed to implement the necessary arrangements/or submit the necessary application**.

This procedure is informed by the JCQ publications [A guide to the awarding bodies' appeals processes](#) (**chapter 3**), [Suspected Malpractice: Policies and Procedures](#) (section 3.3), [General Regulations for Approved Centres](#) (section 5.4), [Access Arrangements and Reasonable Adjustments](#) (Importance of these regulations) and [A guide to the special consideration process](#) (sections 1, 2, 6)

Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause Heckmondwike Grammar School to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Heckmondwike Grammar School may make a decision that affects 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 the regulations or followed due process, a written request setting out the grounds for appeal should be submitted

The **internal appeals form** should be completed and submitted to the centre within **5 calendar days** of the centre's notification of the outcome decision being notified to the appellant relating to other administrative issues. The appeal will be logged by the centre on the day of receipt.

The appellant will be informed of the outcome of the appeal **within 14 calendar/working days of the appeal being received and logged by the centre**].

This procedure is informed by the JCQ publication [A guide to the awarding bodies' appeals processes](#) (chapter 7)

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	
		Reference No:	
<input type="checkbox"/>	Appeal against an internal assessment decision and/or request for a review of marking	Comments:	
<input type="checkbox"/>	Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal		
<input type="checkbox"/>	Appeal against the centre's decision relating to Access Arrangements		
<input type="checkbox"/>	Appeal against the centre's decision relating to Special Consideration		
<input type="checkbox"/>	Appeal against the centre's decision relating to an Administrative Issue		

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:

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(If applicable, tick below)

<input type="checkbox"/>	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
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Appellant Signature:

Date of Signature:

This form must be signed, dated and returned to the exams manager on behalf of the head of centre to the timescale indicated in the relevant appeals procedure

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

The outcome of any 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 logged as an appeal, so information can be easily made available to an awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log. The outcome of any review of the centre's marking will be made known to the head of centre.

[illegible]

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 (A guide to the awarding bodies' appeals processes)
<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>
- Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

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>