

Slough and Eton Church of England Business and Enterprise College



Internal Appeals Procedures (Exams)

This policy is reviewed annually to ensure compliance with current regulations

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Date Ratified:	January 2021
Date Policy to be reviewed:	March 2022

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2 Purpose

The purpose of this document is:

- To ensure the process of internal appeals is formally laid out and
- To ensure that such an appeal is conducted efficiently.

This document will be reviewed every two years.

This document will be reviewed by the head of centre, deputy head and the exams officer.

All staff should be aware of JCQ and their subject awarding body regulations and processes.

THE SLOUGH AND ETON INTERNAL APPEALS PROCEDURE FOR ASSESSMENT DECISIONS IN PUBLIC EXAMINATIONS

Slough and Eton's procedures for internal appeals are designed to promote quality, consistency, accuracy and fairness in assessment and awarding. In all cases, the final awarding decisions are taken by the Awarding Bodies: AQA; OCR; Edexcel; CIE and others.

This procedure confirms Slough and Eton's compliance with JCQ's General Regulations for Approved Centres 2018-2019, section 5.8 that the centre has in place "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" and that the centre "must inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

This document covers the schools' policy in dealing with the Awarding Bodies, the Joint Council for Qualifications (JCQ), internal departments, officers of the school and any other parties involved in awarding matters.

3 Examinations and Procedures Relating to Examinations

Examinations policy is decided by the Senior Leadership Team (SLT) with reference to the guidance and regulations supplied by the JCQ and the Awarding Bodies. The Examinations Officer is responsible to the Head of Centre for the day to day administration of the examinations system.

All candidates should note that the Awarding Bodies are often unable to process appeals and queries relating to the examinations process, timetabling, internal assessment or complaints from students or parents. All queries of this type must be raised in the first instance with the Slough and Eton's Examination Officer. Should a complaint relating to the administration of some part of the exams process be made against the Examination Officer, this must first be notified to the Headteacher.

At the time of the exams, candidates must be aware of the JCQ 'Warning to Candidates', a copy of which is posted inside and outside of each examinations room. During examinations, candidates must follow any instructions given to them by the Examination Officer, member of the Examinations Office staff or any Invigilator present. Candidates must also be aware of the regulations regarding the submission of coursework or controlled assessment, particularly those relating to the proper acknowledgement of sources. Failure to do so can result in the Awarding Bodies or the JCQ setting penalties which can include official reprimands, loss of examination marks or in extreme cases the loss of all examination results and banning from future examinations.

All candidates are issued with an examinations information booklet at the start of year 10 explaining the examinations systems at the school and containing the up to date JCQ notices and provisional timetables. Other examination years will receive an update pack at the start of the year with the up to date JCQ notices and provisional timetables.

The Slough and Eton undertakes to run the examinations system in accordance with the published JCQ guidance, given in the Instructions for the Conduct of Examinations (ICE) document, and others where appropriate.

4 Internal Assessment

The Joint Council Code of Practice, the Awarding Bodies require school centres offering their examinations to:

- have a published appeals procedure relating to internal assessment decisions;
- make this document available and accessible to candidates.

The Awarding Body will moderate the assessed coursework/oral tapes and the final mark awarded is that of the Awarding Body. This mark is outside the control of the Slough and Eton and is not covered by this procedure.

Internal assessment includes controlled assessments, coursework and portfolios of evidence, certain components of GCSE and GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

Slough and Eton 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.

Slough and Eton 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, 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. Slough and Eton 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 standardization 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 this appeals procedure to consider whether to request a review of the centre's marking.

Slough and Eton will ensure that:

1. Slough and Eton will ensure the work submitted by the candidate for assessment has been authenticated as original work according to the guidance issued by the Joint Council;
2. Slough and Eton will ensure at the beginning of the course, candidates are given written guidance about the Awarding Bodies regulations on the production of coursework and controlled assessments and the school's deadlines for submission. Information about the school's appeals procedure, together with this document, will be given at the same time;

3. Slough and Eton will ensure within each department, candidates are given adequate and appropriate time to produce the coursework or controlled assessment;
4. Internal assessments are conducted by staff who have an appropriate level of knowledge, understanding and skill;
5. The consistency of the internal assessment is secured through the departmental mark scheme or marking criteria and internal standardization, as necessary;
6. Staff responsible for internal standardization of a subject will attend any training sessions given by the relevant Awarding Body.
7. Slough and Eton 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.
8. Slough and Eton will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
9. Slough and Eton will, having received a request for copies of materials, promptly make them available to the candidate within 5 calendar days.
10. Slough and Eton will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
11. Requests for reviews of marking must be made in writing within 5 calendar days of receiving copies of the requested materials by completing the internal appeals form.
12. Slough and Eton will allow 5 calendar 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.
13. Slough and Eton will 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.
14. Slough and Eton will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
15. The candidate will be informed in writing of the outcome of the review of the centre's marking.
16. The outcome of the review of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Slough and Eton and is not covered by this procedure.

5 Coursework and Controlled Assessment Procedure at Slough and Eton

1. Coursework is defined as any piece of written or practical work produced under coursework conditions which is marked by the school or an external examiner and which contributes to a GCSE Award.
2. Controlled Assessment is defined as any piece of written or practical work produced under controlled assessment conditions which is marked by the school or an external examiner and which contributes to a GCSE Award.
3. Students must read and understand fully the Notice to Candidates from the Joint Council for Qualifications about Coursework Regulations and the Notice to Candidates from the Joint Council for Qualifications about Controlled Assessment Regulations.
4. Irregularities in coursework/controlled assessment discovered prior to the student signing a declaration of authentication will not be reported to the Awarding Body but dealt with as an internal disciplinary matter. The work will not gain any credit.
5. An irregularity in coursework/controlled assessment discovered after the signing of the declaration of authentication by the student will be reported to the Awarding Body which may lead to disqualification from the subject.
6. Coursework/Controlled Assessments must be handed in by the agreed departmental deadline.
7. All students are given the same and sufficient time to complete the work.
8. Students are given clear instructions as to the time and place for handing in the work.
9. The work must be handed in by the student to the designated teacher and not given to another student to hand in.
10. If the student is absent from school on the deadline day, a parent/carer or friend must bring the work to school to be handed in to meet the deadline.
11. If it is impossible to deliver the work to school, the SLT lead on exams must be contacted by phone on the deadline day for advice.
12. If the coursework/Controlled Assessment has not been completed by the deadline, the incomplete work must be handed in on the deadline day to receive a mark. There will be no further opportunity to complete this work for an improved mark.
13. Normally there will be no extension of a coursework/Controlled Assessment deadline if a student is absent for a day or two during the period that the coursework/Controlled Assessment is being completed.
14. If there are any special circumstances e.g. a school exchange, play rehearsals or a prolonged absence covered by a medical certificate, there is a possibility of an extension but this must be negotiated with the SLT lead on exams. A note will be given to the Head of Department and parents to confirm the extension.

6 Coursework/Controlled Assessment Appeals Procedure

1. The Joint Council for Qualifications Code of Practice requires schools to have a published appeals procedure relating to internal assessment decisions.
2. The grounds for appeal relate only to the procedure used in arriving at internal assessment decisions and do not apply to the judgements themselves.
3. Appeals must be made in writing the School's Examinations Officer by **at least two weeks before** the end of the last externally assessed paper in the examination series.
4. Slough and Eton Appeals Procedure is available for inspection.

What the Head of Department must provide for the Appeal Panel

1. The mark scheme or marking criteria for the coursework/controlled assessment provided by the Awarding Body.
2. The departmental mark scheme or marking criteria given to the teachers for marking the coursework/controlled assessment if this differs from that of the Awarding Body.
3. Dates when the coursework/controlled assessment was set and to be handed in for that student.
4. Evidence that all teaching groups have been given the same length of time.
5. The departmental policy for candidates who were absent when the coursework/controlled assessment was set or were absent for part of the period during which the coursework/controlled assessment was being carried out.
6. Dates when the coursework/controlled assessment was marked by the teachers.
7. The name of the teacher in charge of the internal standardization.
8. Dates when the teacher attended the last Awarding Body standardization meeting.
9. Evidence that the information from this meeting was disseminated to the department.
10. Dates(s) for departmental standardization meeting and teacher in attendance.
11. If the teacher assessing the piece of coursework/controlled assessment was absent, what was done to ensure that the information was given to the teacher?
12. Copy of coursework/controlled assessment marks sent to the Awarding Body.

The above information should be provided in a ring binder or suitably filed.

It would be advisable to set up this binder at the beginning of the course and update it each year.

If an appeal application is made, the HoD would only have a short time to provide this information for the appeal panel. **Appeals have to be made by at least two weeks before the end of the last externally assessed paper in the examination series that the work was assessed.**

The evidence above may only be requested by an Awarding Body inspector visiting the school or the Awarding Body if a parent makes a further appeal against the panel's decision.

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

This procedure confirms Slough and Eton compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, section 5.13 that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical 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 provided by the exams officer.

Candidates are informed of the arrangements for post-results services when they collect their results and the accessibility of senior members of centre staff immediately after the publication of results.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about results (EARs) offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)
- Written candidate consent is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected **after** the publication of results.
- If a concern is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry supported by the centre.
- Teachers may request enquiries about results or access to scripts for particular pupils via the Examinations Officer. Their department will be liable for all EAR fees.
- All applications/requests for EARs or ATs must be made within awarding body deadlines to enable the Examinations Officer to process them.
- Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.
- The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.
- Following the EAR 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.

- If the candidate (or his/her 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 10 calendar days prior to the internal deadline for submitting an EAR. (e.g. the last GCSE written paper in the summer exam series), or for BCS the appeal needs to be submitted within 10 working days of the assessment. The grounds for the appeal must be clearly stated. The candidate can be supported in the presentation of their case by a parent/carer/friend.
- The Headteacher will nominate a senior member of staff, normally the SLT member with responsibility for examinations, to lead the enquiry provided that they have played no part in the original assessment process. An experienced Head of Department or School Governor to act as an independent member will also be on the panel.
- The panel will examine the evidence for the procedures used in the assessment, decide upon their appropriateness and that the procedures have been properly followed as required by the Awarding Body concerned. The enquiry will be completed by the end of June of that examination series.
- The panel's findings will be formally reported back to the candidate/parent/carer in writing, including any relevant correspondence with the awarding body and any changes made to internal assessment procedures.
- Records of the request for the appeal, the evidence, deliberations of the panel and the result will be kept by the Examination Officer and made available to the Awarding Body if required.

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 marking
- Appeal against the centre's decision not to support a clerical 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	
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

10 Further guidance to inform and implement appeals procedures

JCQ

- ▶ 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 - Reviews of marking (centre assessed marks)
<https://www.jcq.org.uk/exams-office/controlled-assessments>
<https://www.jcq.org.uk/exams-office/coursework>
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual

- ▶ GCSE (9 to 1) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- ▶ GCSE (A* to G) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>
- ▶ GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>
- ▶ Pre-reform GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>