



Internal appeals procedures

2019-20

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Standards Committee	
Date of next review	September 2020

Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Mrs L Fox
Chair of Governors	Mrs S Brown
SLT member(s)	Ms N Joynson
Examinations Manager	Mrs G Divall

Head of Centre: Mrs L Fox

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Examinations Manager: Mrs G Divall

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Date to Standards Committee:

Appeals against internal assessment decisions (centre assessed marks) **VOID for 2019-20**

This procedure confirms Bramhall High School's compliance with JCQ's *General Regulations for Approved Centres 2019-20* and that the centre has in place, and readily 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" 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."

Certain components of GCSE qualifications (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.

Deadlines for the submission of marks (Summer 2020 exam series)

Date	Qualification	Details
5 May	WJEC GCSE subjects	Internal deadline 26 April
7 May	AQA GCSE subjects	Internal deadline 26 April
15 May	Edexcel & OCR GCSE subjects	Internal deadline 6 May
31 May	AQA GCSE Art & Design AQA GCSE Physical Education (8582)	Internal deadline 23 May

Bramhall High 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.

Bramhall High School 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, 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. Bramhall High 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 this appeals procedure to consider whether to request a review of the centre's marking.

1. Bramhall High School 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.
2. Bramhall High School 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.

3. Bramhall High School will, having received a request for copies of materials, promptly make them available to the candidate within 7 working days.
4. Bramhall High School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of marking **must** be made on the Appeals Form within 7 working days of receiving copies of the requested materials.
6. Bramhall High School will allow 7 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.
7. Bramhall High School 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.
8. Bramhall High School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The candidate will be informed in writing of the outcome of the review of the centre's marking.
10. 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 Bramhall High School and is not covered by this procedure.

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 Bramhall High School's compliance with JCO's *General Regulations for Approved Centres 2019-20* and 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..." and has this readily available for inspection purposes.

Following the issue of results, awarding bodies make Post-Results Services available. Full details of these services are available on the school website including deadlines for requesting a service and the fees charged.

Candidates will receive an electronic copy of the school's A-Z of Examinations and Qualifications before their examinations. This informs them of the arrangements for Post-Results Services and that senior members of centre staff will be available 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.

Post-Results Services 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 a 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 and will be collected from candidates on Results Day.

If a concern is raised about a particular examination result, teaching staff and senior members of staff will investigate the feasibility of requesting an enquiry supported by the centre. The candidate may be required to pay the appropriate Post-Results Services fee to the centre using the centre's post-result form, and a request will be made to the awarding body.

Following the 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 JCO publications *Post-Results Services* and *JCO 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 outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, an 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 *JCO Appeals Booklet*. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The Appeals Form should be completed and submitted to the centre within 7 working days of the notification of the outcome. Subject to the head of centre's decision, this will allow the centre time to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of receiving the outcome. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the parent/carer 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 parent/carer by the centre.

Arrangements for appeals in light of 2019-20 cancelled examinations

Bramhall High will:

- follow information provided by awarding bodies to determine the grounds on which an appeal can be made on behalf of a candidate, or candidates
- make candidates aware of the arrangements in place for appeals prior to the issue of results by updating our webpages
- provide candidates with a statement of the arrangements promptly when requested
- seek any information the awarding body holds in relation to how final grades were calculated if there is concern about any results
- submit an appeal to the awarding body on behalf of a candidate or candidates where it is believed:
 - the centre itself made an error when submitting centre assessment grade or rank order information to the awarding body and has supporting evidence that confirms an error was made (and will submit its supporting evidence at the earliest stage and explain why data which the Head of Centre declared to be accurate is now considered incorrect)
 - the awarding body made a mistake in the operation of the standardisation model where the wrong data was used to calculate results
 - the awarding body made an administrative error in the issuing of results
- collect consent from a candidate before any appeal is submitted to the awarding body.

Internal appeals procedure

Bramhall High will provide a process for a candidate to appeal against any decision the centre may make:

- not to seek from the awarding body any information the awarding body holds that would be needed for an appeal; and/or
- not to appeal to the awarding body

How centre assessment grades and rank orders were determined

To respond to any queries, challenges or internal appeals from a candidate (or their parent/carer) Bramhall High will investigate that the following procedures were completed:

- the subject scrutinised the individual's classwork and homework completed up to the 20/03/20
- internal tracking data was considered
- historical assessments including mock examination results, end of year tests, coursework evidence and other internal assessments, where available, were considered
- subject staff undertook internal subject moderation with the subject leader
- work was compared to national guidance for each grade in each subject
- work was compared to prior years subject outcomes where available
- outcomes were considered in comparison to prior years in each subject area
- face to face meetings undertaken to facilitate and moderate grades and rank orders
- any exam results subject to a potential conflict of interest were identified early in the 2020 process and suitable staff were appointed to ensure grades were awarded independently
- each subject area had their CAGs checked by SLT to ensure a degree of parity with results in 2019 and where available 2018
- all data entry was completed by one member of senior staff following internal validation, entries were then sent back to the subject area for administrative checking and final sign off prior to formal sign off

- the head of centre, Mrs Lynne Fox was informed of the process undertaken by each subject area to ensure accuracy and the process undertaken to ensure data entry accuracy prior to the head of centre declaration being completed
- no errors have been reported to the school to date with regards to examination data entry

Reference publications

Ofqual

[Awarding qualifications in summer 2020](#)

[Decisions on exceptional arrangements for assessment and grading in 2020](#) GCSEs, AS, A levels, Extended Project Qualifications and the Advanced Extension Award in maths

[Decisions on exceptional arrangements for assessment and grading in 2020](#) Vocational, technical and other general qualifications

[Extraordinary regulatory framework: General Qualifications, COVID-19 Conditions and Requirements](#)

[Extraordinary regulatory framework: VTQ, Covid-19 Conditions and Requirements](#)

Appeals against the Calculated



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
- 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 parent/carer		Candidate name	
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 within **7 working days** of the notification of the outcome.

Complaints and appeals log

On receipt, all appeals will be assigned a reference number and logged.

The outcome of any reviews 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.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

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>