



# Internal appeals procedures 2019/20

These procedures are reviewed annually to ensure compliance with current regulations

<b>Approved/reviewed by</b>	
Victoria Povey	
<b>Date of next review</b>	Sept. 2020

## Key staff involved in internal appeals procedures

<b>Role</b>	<b>Name(s)</b>
Head of Centre	Victoria Povey
SLT members	Phillip Walmsley; Claire Cragg
Examinations Officer(s)	Lorraine Brody; Janine Nicholas

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

Burnley High School is committed to ensuring that, whenever its staff mark candidates' controlled assessment/coursework, this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents. Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Burnley 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. If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

**N.B: an appeal may only be made against the assessment process and not against the mark submitted to the awarding body.**

The following steps are involved in the internal appeals process:

1. Burnley 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. Burnley 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. The Centre will, having received a request for copies of materials, promptly make them available to the candidate within 3 calendar days.
4. Burnley High School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Appeals should be made as early possible, and no later than two weeks before the last timetabled examination in the series (e.g. the last GCSE written paper in the June GCSE examination series)
6. Appeals must be made in writing by the candidate's parent/carer to the Examination Officer.
7. The Headteacher will appoint a senior member of staff, e.g. Assistant Headteacher to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
8. The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the awarding body's specification and subject-specific associated documents.
9. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body, and any changes made to internal assessment procedures.

10. The outcome of the appeal will be made known to the Headteacher and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed. 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 Burnley High School and is not covered by this procedure.

This procedure confirms Burnley High School compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, section 5.8 that the Centre has in place.

## **2. External assessments and qualifications**

Enquiries about results (EARs) from the June 2020 examination series have to be submitted to BHS 5 calendar days before the boards published submission deadline date for EARs.

Pupils should be aware that EARs can result in the marks/grades being raised, confirmed or lowered.

Any pupil who wants to query a mark/grade awarded by an awarding body should adhere to the following procedure:

1. Contact the examinations officer (Mrs Nicholas) as soon as possible in person to discuss the mark/grade. The examinations officer will advise on the options available to query the mark/grade and any costs involved in doing so.
2. Pupils must sign a consent form to confirm that they understand the consequences of an EAR; these forms will be issued by the examinations officer. Consent forms must be returned before an EAR can be valid.
3. The subject teacher will review the pupil's grades and discuss them with the head of department to agree on the appropriate action, taking into account the breakdown of marks, the grade boundaries and the pupil's predicted grades.
4. If the EAR is supported, then the department will make a request, together with the pupil's consent form, to the examinations officer before the deadline for EARs. **The cost of the enquiry will be met by the Burnley High School unless we do not support the ERA.** If the EAR is successful, the fee will be refunded.
5. If the department does not agree to support the EAR, a pupil may appeal against the decision not to support an EAR.

## **3. 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 Burnley High School's compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, 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 Examinations Officer. The service, enquiries about results (**EARs**), may be requested by centre staff or candidates (or their parents/carers). If a query is raised about a particular examination result, the Examinations Officer, teaching staff and Headteacher will investigate the feasibility of requesting an enquiry at the Centre’s expense. When the Centre does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate’s behalf. If the candidate (or their parent/carer) believes there are grounds to appeal against the Centre’s decision not to support an enquiry, an appeal can be submitted to the centre using the internal appeals form at least one week prior to the internal deadline for submitting an EAR.

**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 (informed consent via candidate email is acceptable) 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.

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.

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.

The appellant will be informed of the outcome of his/her appeal 5 working days 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.

Where the Head of Centre is satisfied after receiving the EAR outcome, but the candidate (or his/her 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 10 calendar days** of the notification of the outcome of the EAR. 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 enquiry about 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 Examinations 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.

## Internal 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 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

<b>Name of appellant</b>		<b>Candidate name if different to appellant</b>	
<b>Awarding body</b>		<b>Exam paper code</b>	
<b>Subject</b>		<b>Exam paper title</b>	

**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**

## **Complaints and appeals log**

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

<b>Ref No.</b>	<b>Date received</b>	<b>Complaint or Appeal</b>	<b>Outcome</b>	<b>Outcome date</b>





## Request for Re-mark

If the Exams Office makes an enquiry about the result of one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is confirmed as correct, and there is no change to your grade.
- Your original mark is raised so that your final grade may be higher than the original grade you received.
- Your original mark is lowered so that your final grade may be lower than the original grade you received.

In order to proceed with the review you must read and sign below. This confirms you have understood what the outcome might be, and that you give your consent to the re-mark.

**Candidate Consent Form: Burnley High School Centre number 47324**

<b>Name:</b>	
<b>Candidate No:</b>	
<b>Address:</b>	
<b>Subject:</b>  <b>One form per subject</b>	
<b>No marks from the next grade:</b>	
<b>Unit Code:</b>	

I give my consent to the Head of my department Examination Centre to make an enquiry about the result of the examinations(s) listed above.

Candidate: .....

Date: .....

Date Rec'd:

Date Processed:

## 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>
- ▶ Notice to Centres – informing candidates of their centre assessed marks  
<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>