

INTERNAL APPEALS PROCEDURE

1. REVIEWS OF MARKING - CENTRE ASSESSED MARKS

(GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments and Project qualifications)

Tunbridge Wells Girls' Grammar School (TWGGS) 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.

Curriculum Leaders are responsible for administering controlled assessments, coursework and NEAs in accordance with the examination board rules and regulations as laid down in the course specification and the JCQ's "Instructions for conducting controlled assessments (legacy GCSE specifications)", "Instructions for conducting coursework (legacy GCE unified specifications)" and "Instructions for conducting Non-Examined Assessments (new GCE and GCSE specifications)". These documents are followed to ensure that coursework, controlled assessments and non-examined assessments are managed correctly in line with JCQ regulations. Full detail of the JCQ requirements can be found at: <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> - this policy is followed by all departments on new specifications.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. TWGGS 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 candidates believe that the above procedures were not followed in relation to the marking of the work, or that the assessor has not properly applied the mark scheme to this marking, the candidates may make use of this procedure to consider whether to request a review of the centre's marking.

1. TWGGS 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. TWGGS will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
3. TWGGS will, having received a request for copies of materials, promptly make them available to the candidate.
4. TWGGS will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. TWGGS will provide a clear deadline for candidates to submit a request for a review of the centre's marking: this is five school days after receiving the mark. Requests will not be accepted after this deadline. Requests **must** be made in writing and signed, to Mrs N Barker, Examinations Officer. As with all public examination assessments, there will be a charge for this service (£50 in 2017-18) payable with the written request.
6. TWGGS will allow sufficient time 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. TWGGS 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. TWGGS will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. TWGGS will inform the candidate 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. A written record of the review will be kept and made available to the awarding body upon request.

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 in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

2. 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 TWGGS' compliance with JCQ's *General Regulations for Approved Centres 2017-2018*, section 5.14 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 and are available on the school website. Candidates are also informed of the arrangements for post-results services **before** they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results through a letter to parents and the publication of information on the school website.

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. Candidates requesting EAR service 1 or 2 must pay the appropriate fee prior to the EAR being submitted to the awarding body. The Southfield Fund is available to assist in cases of financial hardship, where teachers and the head of centre agree that such an EAR is wise, founded on evidence of prior performance.

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 writing to the exams officer 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 before the internal deadline for submitting an EAR.

3. EXTERNAL APPEALS PROCESS

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, 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 *JCQ Appeals Booklet*. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

An appeal should be made in writing and submitted to the centre within 5 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 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.

Appendix 1 - 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>