



DISCOVERY
EDUCATIONAL TRUST

Internal Appeals Procedure (Examinations) 2023/24

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1. Purpose

This Procedure confirms Chase High School (CHS) and St. Martin’s School (SMS) compliance with the Joint Council for Qualifications (JCQ) General Regulations for Approved Centres 2023/2024 (Sections 5.3x and 5.8), namely that the Centres:

- *have in place, and have available for inspection purposes, 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 their documented Internal Appeals Procedure.*

This Procedure covers appeals relating to:

- internal assessment decisions (Centre-assessed marks);
- Centre decisions not to support an application for a clerical recheck, 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.

2. 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 the Centre and internally 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.

Deadlines for the submission of marks - CHS

| Date | Qualification | Details | Exam series |
|-----------|---------------------|--|-------------------|
| 15-Dec-23 | BTEC L2 Tech Awards | Final date for submitting Centre-assessed marks and upload of work | Dec-23/ Jan-24 |
| 10-Jan-24 | Cambridge Nationals | Final date for submitting Centre-assessed marks OCR | Jan-24 |
| 01-May-24 | BTEC L2 Tech awards | Final date for submitting Centre-assessed marks and upload of work | Summer 2024 |
| 07-May-24 | GCSE | Final date for submission of Centre-assessed marks (AQA) | Summer 2024 |

| | | | |
|-----------|------|---|-------------|
| 15-May-24 | GCSE | Final date for submission of Centre-assessed marks (OCR, Pearson and WJEC) | Summer 2024 |
| 15-May-24 | GCE | Final date for submission of Centre-assessed marks (AQA, OCR, Pearson and WJEC) | Summer-2024 |

Deadlines for the submission of marks - SMS

| Date | Qualification | Details | Exam series |
|-----------|---------------------|---|-------------|
| 10-Jan-24 | Cambridge Nationals | Final date for submitting Centre-assessed marks OCR | Jan-24 |
| 29-Apr-24 | GCSE | Final date for submission of Centre-assessed marks AQA GCSE ONLY | Summer 2024 |
| 02-May-24 | GCE/GCSE | Final date for submission of Centre-assessed marks (AQA, OCR, Pearson and WJEC) | Summer 2024 |
| 15-May-24 | GCSE/GCE | Art and Photography | Summer 2024 |

CHS and SMS are 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.

CHS and SMS ensure that all Centre staff follow a robust *Non-Examination Assessment Policy* (for the management of GCSE and GCE non-examination assessments). This Procedure details all processes relating to non-examination assessments for GCSE, GCE, BTEC, Cambridge National, Cambridge Technical, Functional Skills, City & Guilds Diploma and certificate, WJEC Applied Diploma and extended Project qualifications, including the marking and quality assurance processes, which relevant teaching staff are required to follow. **Note** - 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,**

Candidates' work is marked by staff, who have appropriate knowledge, understanding and skill, and who have been trained in this activity. CHS 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 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 assessment criteria to their marking, they may make use of the appeals procedure below to consider whether to request a review of the Centre's marking.

CHS and SMS:

- 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.
- inform candidates that they need to explain on what grounds they wish to request a review of an internally assessed mark as a review only focuses on the quality of the work submitted.
- inform candidates that they may request copies of materials, generally, as a minimum, a copy of the marked assessment material (work), 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.
- 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 the originals will be shared under supervised conditions) within two working days.
- inform candidates that they are not allowed access to original assessment material unless supervised.
- provide candidates with sufficient time to review copies of materials and reach a decision, informing candidates that, if their decision is to request a review, they need to explain what they believe the issue is.
- provide a clear deadline for candidates to submit a request for a review of the Centre's marking. Requests are not accepted after this deadline. Requests must be made, in writing, within two working days of receiving copies of the requested materials by completing the Internal Appeals Form (refer Appendix 1) or the NEA Review Form, which is located as below:
 - <https://www.st-martins.essex.sch.uk/curriculum/exams/>;
 - <https://www.chasehigh.org/parents/examinations>.
- allow two 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.
- 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 and has no personal interest in the review.

- instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the Centre.
- 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 is advised to the Head of Centre, who has the final decision if there is any disagreement on the mark to be submitted to the Awarding Body. A written record of the review is kept and made available to the Awarding Body upon request.

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.

3. Appeals relating to Centre's Decisions not to Support an Application for a Clerical Recheck, a Review of Marking, a Review of Moderation or an Appeal

This Procedure confirms CHS and SMS compliance with JCQ's General Regulations for Approved Centres (Section 5.13), namely that the Centres:

- *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 a clerical recheck, a review of marking, a review of moderation or an appeal.*

Following the issue of results, Awarding Bodies make post-results services available. CHS and SMS provide full details of these services, including internal deadlines for requesting a service, fees charged and consent forms, on results days with candidates' results. All information is also available on the Schools' websites and from the Examinations Officers.

Candidates are also informed of the arrangements for post-results services prior to the issue of results, and the accessibility of senior members of Centre staff immediately after the publication of results, so that results may be discussed, and decisions made on the submission of reviews of marking. CHS candidates are informed via pre-examination assemblies and the students' examination regulation booklet that is sent to all candidates when final timetables are received. SMS candidates are informed via a GroupCall letter sent out prior to examinations, and via the Student Parent Handbook.

If the Centre or a candidate (or their parent/carer) has a concern and believes that a result may be inaccurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below:

Reviews of Results (RoRs):

- Service 1 (Clerical recheck) - 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 is only 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 unavailable 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 be inaccurate, the Centre reviews the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc., when made available by the Awarding Body, to determine if the Centre supports any concerns.

CHS - for written components that contributed to the final result:

- Where a place at university or college is at risk, consider supporting a request for a Priority Service 2 review of marking;
- In all other instances, consider accessing the script by:
 - (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
 - (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.
- Collect informed written consent/permission from the candidate to access their script;
- Having been granted access to the script, consider if the agreed marking scheme has been applied correctly in the original marking, and if the Centres consider there to be any errors in the marking;
- Support a request for the appropriate RoR service (clerical recheck or review of marking) if any error is identified;
- Collect informed written consent from the candidate to request the RoR service before the request is submitted;
- 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.

SMS - for written components that contributed to the final result:

- Supports requests for all reviews of marking;
- Collects informed written consent/permission from the candidate to access their script;
- Collects informed written consent from the candidate to request the RoR service before the request is submitted;
- Where relevant, advises 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 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 that the candidate understands that the final subject grade and/or mark awarded following a clerical recheck 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 Centres:

- 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 a 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) is unavailable;
- Determine if there are any grounds to submit a request for a review of moderation for the work of candidates in the original sample.

CHS - where a candidate disagrees with a Centre decision not to support a clerical recheck, a review of marking or a review of moderation:

- for a review of marking (RoR Priority Service 2), advises the candidate that they may request the review by providing informed written consent (and the required fee) for this service to the Centre by the deadline set by the Centre;
- for a review of marking (RoR Service 1 or 2), first advises the candidate to access their script to support a review of marking by providing written permission for the Centre to access the script (and any required fee) for this service to the Centre to submit this request;
- after accessing the script to consider the marking, informs the candidate that, if a request for a review of marking (RoR Service 1 or 2) is required, this must be submitted by the deadline set by the Centre by providing informed written consent (and the required fee) for this service to the Centre to submit this request;

- informs the candidate 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.

If the candidate (or their parent/carer) believes that 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, two working days prior to the internal deadline for submitting a request for a review of results.

The appellant is informed of the outcome of their appeal before the internal deadline for submitting a RoR.

SMS does not refuse an application for a clerical recheck, a review of marking or a review of moderation by a candidate. The decision is at the student's discretion, and the candidate will have been given all of the necessary information to support them in their decision.

Following the RoR outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes that there are grounds for appeal. The JCQ publications Post-Results Services and JCQ Appeals Booklet (a guide to the Awarding Bodies' appeals processes) is 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 that 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 is based on 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 two working days of the notification of the outcome of the RoR. Subject to the Head of Centre's decision, this allows the Centre to process the preliminary appeal and submit it to the Awarding Body within the required 30 calendar days of receiving the outcome of the RoR 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 (fee detail is available from the Examinations Officer). If the appeal is upheld by the Awarding Body, the fee is refunded by the Awarding Body and repaid to the appellant by the Centre.

Note: as SMS does not refuse an application for a clerical recheck, a review of marking or a review of moderation by a candidate, the following stages only apply to CHS:

Stage 1

Students must raise any concerns regarding internally assessed components with their class teacher, and discuss marks awarded. This can involve discussion on marks that were not awarded, but that the student feels should have been. The outcome of this discussion should be recorded in writing by the class teacher for both parties.

Stage 2

Department moderation for the internally assessed component (i.e. coursework) involves a review by several teachers, and a student should be informed of the outcome in writing by the Subject Leader/other teacher.

Alternatively, the Subject Leader, class teacher and one subject teacher can moderate coursework, and the student is then informed of the outcome, in writing, by the Subject Leader.

A record of the above must be kept in a secure safe place.

Stage 3

If a student is still unhappy with the outcome, they must inform the Examinations Office, and, if they wish to appeal, complete the appropriate form to request an appeal hearing. This must be done by 1 March in the year in which the student(s) is sitting their GCSE/GCE written examinations.

A date during the March/April of the year in which the student is sitting their GCSEs is confirmed to all those, who are to attend the hearing.

The appeals panel should consist of, at least, two individuals, who have not previously dealt with the particular case:

- Line Manager/Examinations Officer;
- Subject Leader/Subject Teacher (independent person).

The candidate can be supported with the presentation of their case by a parent/guardian/friend/carer.

The teacher(s) and candidate should have the opportunity to hear each other's submission to the panel at the hearing.

Appeals should include a review of the procedures used by the Centre to award marks for internal assessments, and should consider whether those procedures conformed with the published requirements of the Awarding Body and the Code of Practice.

The student is informed, in writing, of the outcome of the appeal hearing by the Line Manager.

A written record of all appeals is maintained by the Centre (Examinations Officer).

4. Appeals regarding Centre Decisions relating to Access Arrangements and Special Consideration

This Procedure confirms CHS and SMS compliance with JCQ's General Regulations for Approved Centres (Section 5.3z), namely that the Centres:

- *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.*

CHS and SMS:

- 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, CHS and SMS:

- recognise their 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 that the Centres provide to disabled candidates;
- comply with their 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:

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

Special Consideration

Where CHS and SMS have appropriate evidence signed by a member of the Senior Leadership Team to support an application, they 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 their normal level of attainment in an assessment.

Centre Decisions relating to Access Arrangements, Reasonable Adjustments and Special Consideration

This may include CHS and SMS 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 CHS and SMS make 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.

To determine the outcome of the appeal, the Head of Centre consults the respective JCQ publication to confirm that the Centre has complied with the principles and regulations governing access arrangements and/or special consideration, and followed due procedures. The appellant is informed of the outcome of the appeal within five working days of the appeal being received and logged by the Centre.

If the appeal is upheld, CHS and SMS proceed to implement the necessary arrangements/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](#) (section entitled "Importance of these regulations") and [A guide to the special consideration process](#) (Sections 1, 2 and 6)

5. Appeals regarding Centre Decisions relating to Other Administrative Issues

Circumstances may arise that cause CHS and SMS to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where CHS and SMS 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 appellant is informed of the outcome of the appeal within five 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).

Appendix 1 – Internal Appeals Form

| FOR CENTRE USE ONLY | |
|---------------------|--|
| Date of Receipt | |
| Reference Number | |

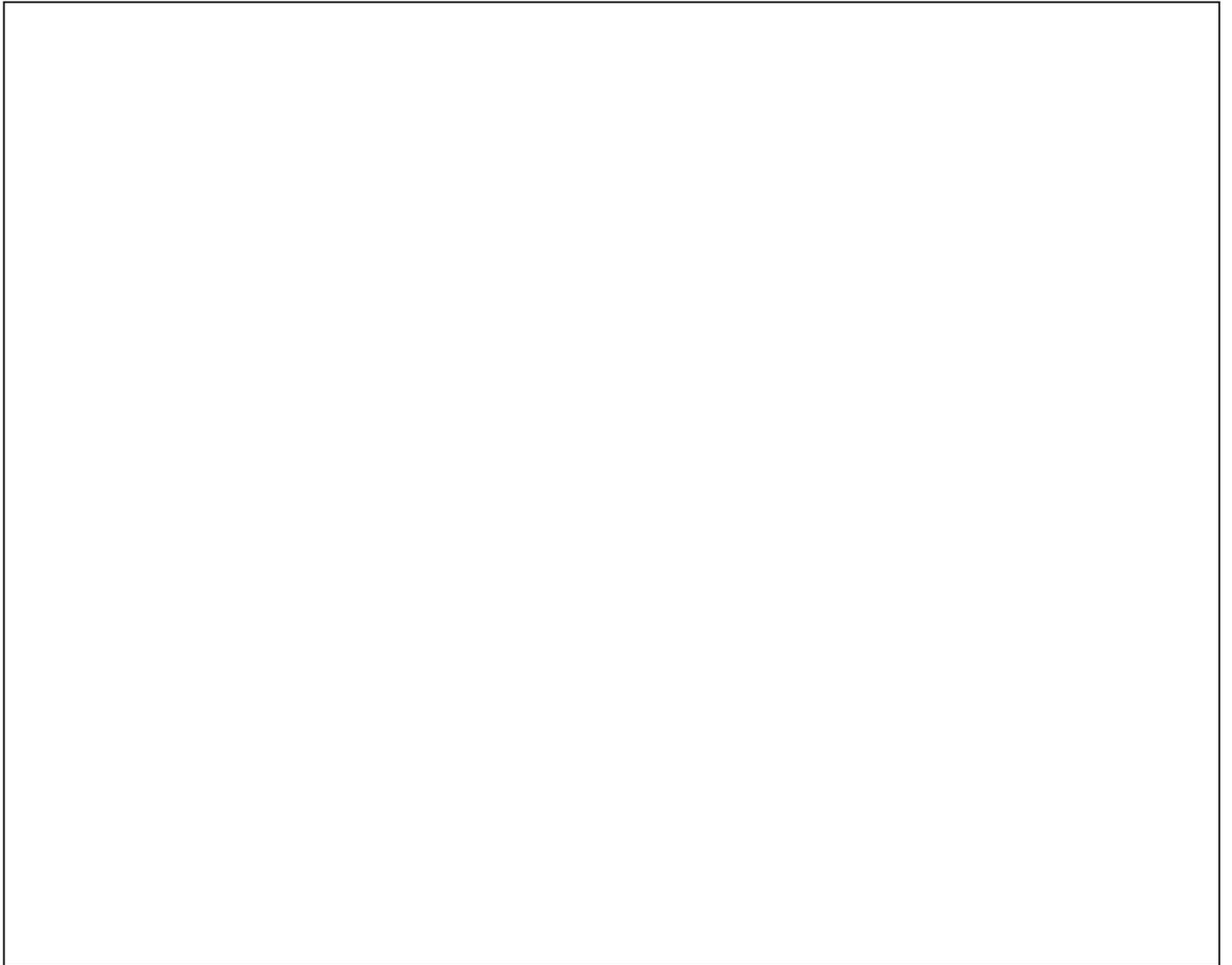
Please tick the box to indicate the nature of your appeal and complete all white boxes on the form below:

- 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;
- Appeal against the Centre’s decision relating to access arrangements or special consideration;
- Appeal against the Centre’s decision relating to an administrative issue.

*Where the nature of the appeal does not relate directly to an Awarding Body’s specific qualification, indicate “N/A” in Awarding Body specific detail boxes.

| | | | |
|-------------------|--|--|--|
| Name of Appellant | | Candidate Name (if different to appellant) | |
| Awarding Body | | Examination 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 a hard copy is being completed.

Appellant Signature:

Date of Signature:

This form must be signed, dated and returned to the Examinations Officer on behalf of the Head of Centre to the timescale indicated in the relevant appeals procedure.

Appendix 3 - Further Guidance to Inform and Implement Appeals

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* <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>

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>