



# **Broad Oak Sports College**

Centre Number: 32201

# **Internal Appeals Procedures 2018/19**

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
SLT	
Date of next review	Autumn 2019

**Internal Appeals Procedures (2018/19)**  
Hyperlinks provided in this document were correct as at October 2018

## Key staff involved in internal appeals procedures

Role	Name(s)
Head of Centre	Paul Greenhalgh
SLT members	Lee Murphy, Sarah Hebdon
Exams Officer	Helen Hart

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

This procedure confirms Broad Oak Sports College's compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, section 5.7 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. 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 (GCSE non-examination assessments) and other qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the centre. 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 2019 exam series)

Date	Qualification	Details
	GCSE	
15/05/2019	Cambridge Nationals	

Broad Oak Sports College is committed to ensuring that whenever staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Broad Oak Sports College ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCSE and Cambridge Nationals non-examination assessments). This policy details all procedures relating to non-examination assessments for GCSE and Cambridge Nationals, including the marking and quality assurance processes which relevant teaching staff are required to follow.

### Principles

- Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity.
- Broad Oak Sports College 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. Internal responsibility at Broad Oak Sports College lies with the Head of Subject/Head of Faculty who are monitored by SLT link members.
- The consistency of internal assessment is assured through internal standardisation as set out by the awarding bodies. A moderation day is provided for each subject each year.
- All marking and moderation will be scheduled to ensure that an internal appeal can take place prior to the submission of Broad Oak Sports College's marks being submitted to the awarding body.
- Staff responsible for internal standardisation must attend any compulsory training sessions through a CPD request to the relevant member of the SLT.

If a candidate believes that this may not have happened in relation to his/her work, or that the member of staff 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, 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 to be submitted to the awarding body.***

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The mark submitted to the awarding body is subject to change and should therefore be considered provisional. 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 line with national standards.

The awarding body's moderation process is outside the control of Broad Oak Sports College and is not covered by this procedure. However, in most instances the feedback re-affirms our rigorous moderation processes and any moderator comments are acted upon by the relevant subjects to inform our moderation for future years.

## **Procedure**

- 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.
- Any concerns about the procedures used in assessing internally marked work for external qualifications (e.g. coursework / portfolio / projects), should initially be raised with the teacher concerned, and/or the relevant Head of Subject/Faculty. It is hoped that this will resolve the issue.
- If the disagreement cannot be resolved by discussion between the teacher and candidate concerned then the candidate may appeal to the Exams Officer, who will put into action the agreed appeals process set out below. It is expected that it will be used only in exceptional circumstances.

## **Internal Appeals Procedure**

1. Candidates' are informed that an appeals procedure relating to internal assessment decisions exists within school. This procedure will be referred to:
  - When they receive their internal assessment marks.
  - In the Exams section of the school web-site.
2. Candidates at school have access to a copy of this Internal Appeals Procedure – via the Examinations Manager, Assistant Head Teacher or can download it from the school's web-site.
3. Candidates will be informed that they may request copies of a copy of their marked work, the relevant specification and the mark scheme to assist them in considering whether to request a review of the centre's marking of the assessment.
4. Following a written request for an internal appeal, copies of any materials will be made available to candidates within 2 working days.

5. Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body. Due time constraints and the need to resolve appeals to meet the deadlines established by the Awarding Body, a written appeal **must** be lodged within 5 working days of the mark awarded for the internal work being issued by the teacher(s).
6. The Exams Officer manages internal appeals and is responsible for informing the Head Teacher of the existence and the outcome of any internal appeal.
7. An appeal can only be initiated if the appeal is made in writing (using the **internal appeals form**), by the candidate with the approval of candidate's parent/carer, to the Exams Officer, stating the reasons for the complaint and the reasons for the appeal.
8. The teacher(s) concerned in marking the assessment, which is the subject of the appeal, may see a copy of the appeal and may respond to this in writing, with a copy sent to the candidate.
9. If the candidate is not happy with the teacher(s) response and wishes to have the opportunity to have a personal hearing he/she should inform the Exams Officer within one week of the response.
10. The Head Teacher, as head of centre, will appoint a senior member of staff, i.e. an Assistant Head Teacher or the Deputy Head Teacher, to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject. They will ensure that the candidate's mark is consistent with the standard set by the centre.
11. 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.
12. The appeal will be considered by three people, at least one of whom has not been involved in the internal assessment decision. Typically, the three people are Assistant Head Teacher, Exams Officer and Head of Subject. If required, due to the non-availability or conflict of interest of any of the listed people, a governor or another member of staff may be involved. It is the responsibility of the Exams Officer to constitute this panel.
13. The candidate will be given reasonable notice of the date of the hearing.
14. The candidate will have sight of all relevant documents (e.g. the marks given, the assessments made) to the case in advance of the hearing.
15. The candidate can be supported in the presentation of his/her case by a parent/carer or friend.
16. The teacher(s) and the candidate will have the opportunity to hear each other's submission to the panel at the hearing.
17. The candidate will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body, and any consequent changes made to internal assessment procedures.
18. A written record of the appeal and its outcome will be maintained by the Exams Officer.
19. The written record will include the outcome of the appeal and the reasons for the outcome. A copy will be sent to the candidate and their parent(s)/carer(s) within five working days of the appeal.
20. All candidates are able to gain access to:
  - the marks awarded to them by the centre for an internal assessment;
  - all comments recorded by the centre and the awarding body relating to their internally assessed work;
  - any correspondence between the School and the awarding body relating to their internally assessed work;
  - information, if available at the time of the appeal, as to whether the work was sampled by the awarding body;
  - the moderated mark given to the work by the Awarding Body, if known;
  - the relevant awarding body procedures for the conduct of internal assessments.
21. All internal appeals must be considered and resolved **prior** to the submission of centre marks to the awarding body.

22. The outcome of the appeal will be made known to the Head Teacher and will be logged as a complaint.
23. The School will inform the awarding body should an appeal bring any irregularity in procedure to light or the issue of results at the School.
24. Full details of the appeal will be made available to the awarding body on request.
25. The decision of the appeal is final. There is no allowance for any further complaint about the award of the internally assessed mark.

## **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 Broad Oak Sports College's 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 to candidates. At Broad Oak Sports College candidates and their parents/carers are made aware of the availability of post results services. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer as part of the candidate's examinations results package.

Candidates and their parents/carers are also informed of the arrangements for post-results services **before** they sit any exams. The information is included in the information pack sent to them confirming their exam entries.

The information sent both as part of their exam entry pack and with their exam results explains 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, a review of the result may be requested.

*Awarding Body Enquiries About Results (EARs)* offers three services. The services may be requested by centre staff or candidates (or their parents/carers). If a concern is raised about a particular examination result the Exams Officer, teaching staff, Assistant Head Teacher will investigate the feasibility of obtaining an EAR.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Prior written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered.

Since Broad Oak has already paid for the original entry the candidate would have to bear the cost of these services. School will offer advice to the candidate and their parents/carers about whether the use of these services is a sensible option follow but the final decision about whether to proceed is with the candidate and their parents/carers. Candidate consent can only be collected after the publication of results.

- **Service 3 - Moderation review (controlled assessments)** – This service is not available to individual candidates. If a query is raised about a particular examination result, the Exams Officer, Assistant Head Teacher, teaching staff and Head Teacher will investigate the feasibility of requesting an enquiry at the centre's expense.

For services 1&2 as the candidate must pay for the EAR, Broad Oak Sports College will offer advice only on a course of action. The final decision must be made by the candidate and their parents/carers. Broad Oak Sports College will not refuse a service 1 or 2 request that is paid for the candidate.

For service 3 if the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review, an internal appeal can be submitted to the centre by completing the internal appeals form at least one week prior to the internal deadline for submitting a request for a review. The appellant will be informed of the outcome of his/her appeal, before the internal deadline for submitting a 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 review of 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.

# ENQUIRIES ABOUT RESULTS AND APPEALS (EARS)

## Candidate Consent Form

If you are unhappy with your child's results and would like school to make an Enquiry About Results (EAR) with the relevant exam board, the 1<sup>st</sup> step would be to look at the UMS score and check it against the Subject's grade boundary and to contact school. If the score is within 1 or 2 marks of the grade boundary, please complete the EAR Consent form and return it to school for processing. The cost of an EAR is approximately £45 per paper (to be paid by the parent). Further details on remarks can be found in our Internal Appeals Policy.

The following information explains what may happen following an enquiry about the result and any subsequent appeal of an examination. If your examination centre makes an enquiry about the result and a subsequent appeal of one of your examinations after your subject grade has been issued, there are three possible outcomes:

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

In order to proceed with the enquiry about results, you must sign the form below. This tells the Head of Centre that you have understood what the outcome might be, and that you give your consent to the enquiry about results being made.

.....

Centre Number: 32201

Centre Name: Broad Oak Sports College

Candidate Number: \_\_\_\_\_

Candidate Name: \_\_\_\_\_

Details of Enquiry: (Awarding Body, Subject Title, Paper/Unit)

\_\_\_\_\_  
\_\_\_\_\_

I give my consent to the head of my examination centre to make an enquiry about the result of the examination(s) listed above. In giving consent I understand that the final subject grade awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same as the grade which was originally awarded for this subject.

Student: \_\_\_\_\_

Date: \_\_\_\_\_

Parent: \_\_\_\_\_

Date: \_\_\_\_\_



# Broad Oak Sports College Internal Appeals Form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- ☐ internally assessed marks
- ☐ the centre decision not to support an enquiry about results
- ☐ the outcome of an enquiry about results

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

Please state the grounds for your appeal below:

*Continue overleaf if necessary*

## Appeal against internally assessed marks

**Appellant declaration:** By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body.

**Signature:**

**Date of signature:**

## Appeal against the centre decision not to support an enquiry about results

**Appellant declaration:** By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

**Signature:**

**Date of signature:**

## Appeal against the outcome of an enquiry about results

**Appellant declaration:** By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

**Signature:**

**Date of signature:**

The appellant declaration against the relevant appeal must be signed, dated and returned to the Examinations Officer, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

# Broad Oak Sports College 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 an appeal. 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

## Broad Oak Sports College Remark Request Log

On receipt, all appeals will be 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 an appeal. 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.

Date Received	Pupil Name	Candidate Number	Subject	Score/ Grade	Marks Away	BOSC Remark	Pupil Remark	Remark Requested	Outcome

**APPEAL OUTCOMES:**

Pupil Name	Candidate Number	Subject	Consent	Contact	Contact Number	Date Requested Remark	Outcome

## 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 - Reviews of marking (centre assessed marks)*  
<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 publications

- ▶ *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>