



It is an Ofqual and JCQ requirement for centres to have an internal appeals procedure relating to internal assessment decisions and enquiries about results.

JCQ's General Regulations (section 5.8) states that the centre must: "have in place, and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions" while (section 5.14) states that the centre agrees to: "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 an enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request)."

Ofqual's Code of Practice (section 9.13) states that:

"The awarding organisation must require centres offering its examinations to ensure that they have in place:

- i. a procedure for candidates or their carers to request access to the enquiry and appeals system
- ii. a procedure for lodging enquiries about results in cases where the centre supports an enquiry lodged by a candidate or carer
- iii. a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.

Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers."

This document sets out Marden High School's internal appeals procedure.

### **Section 1 - Appeals procedure against internal assessment decisions**

Marden High School is committed to ensuring that internal assessments are marked and administered fairly, consistently and in accordance with the awarding body specifications and subject-specific associated documents. This is ensured by:

- Subject staff having the necessary and appropriate knowledge, understanding, skills, and training in this activity;
- Subject staff authenticating candidates work according to the requirements of the relevant awarding body
- A process of internal moderation and standardisation led by nominated staff

An appeal against internal assessment decisions can be made, based on the above not being fulfilled. All appeals at Marden High School must follow the procedure detailed below. Appeals may only be made against the marking/assessment process not against the mark submitted by Marden High School for moderation by the awarding body.

- Appeals should be made as early as possible and at least two weeks before the end of the last externally assessed paper in the examination series (e.g. the last GCSE written paper in the summer exam series)
- Appeals should be made using the internal appeals form completed by the candidate or parent/carer. Appendix 1

- The head of centre will appoint a member of the senior leadership team, who has no involvement in the assessment process for that subject to conduct the investigation
- The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements as detailed in the awarding body specification(s) and/or subject-specific associated documents
- 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
- The outcome of the appeal 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 appeal bring any significant 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 may lead to mark changes. This process is outside the control of Marden High School and is not covered by this procedure.

## **Section 2 - Appeals procedure against centre decisions not to support an enquiry about results**

Following the issue of results awarding bodies offer post-results services. Full details of these services, internal deadlines for requesting a service and fees charged will be provided by the exams officer.

The service, enquiries about results (EARs), may be requested by staff or candidates or their parents/carers if there are reasonable grounds for believing there has been an error in marking. If a query is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

When Marden High School 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 Marden High School's decision not to support an enquiry, an appeal can be submitted to the centre using the internal appeals form at least 7 calendar days prior to the internal deadline for submitting an EAR.

## **Section 3 - Appeals procedure following the outcome of an enquiry about results**

Where the head of centre remains dissatisfied after receiving the outcome of an EARs, an appeal will be made to the awarding body, following the guidance in the JCQ publications Post-results services <http://www.jcq.org.uk/exams-office/post-results-services> and A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

Where the head of centre is satisfied after receiving the outcome of an EAR, but the candidates and/or their parents/carers are not satisfied, they may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an appeal will be based upon Marden High School's internal appeals arrangements. Candidates, parents/carers are not permitted to make direct representations to an awarding body.

The internal appeals form should be completed and submitted to the Exams Officer at Marden High School within 7 calendar days of the notification of the outcome of the enquiry. Subject to the head of centre's decision, this will allow Marden High School to process the appeal and submit to the awarding body within the required 14 calendar days.

Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on the internal appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by Marden High School .

#### **Section 4 - Rationale**

The internal appeals procedures for Marden High School have been produced to demonstrate compliance with the following:

JCQ General Regulations for approved centres <http://www.jcq.org.uk/exams-office/general-regulations>

##### *Controlled Assessments, Coursework and Portfolios of Evidence*

5.8 The centre agrees to have in place, and be available for inspection purposes, an internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)

##### *Post-Results Services and Appeals*

5.14 The centre agrees to: 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 an enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

##### *JCQ Post-results services <http://www.jcq.org.uk/exams-office/post-results-services>*

6.4.5 Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.

##### *JCQ A guide to the awarding bodies' appeals processes*

<http://www.jcq.org.uk/exams-office/appeals> 12. Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

##### *Ofqual GCSE, GCE, Principal Learning and Project Code of Practice*

<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>  
9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place: iii. a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry. Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.  
9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

***Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal. Further information can be obtained from:***

<http://www.jcq.org.uk/exams-office/controlled-assessments>

<http://www.jcq.org.uk/exams-office/coursework> <https://www.gov.uk/appeal-exam-result>

<http://www.jcq.org.uk/examination-system/the-appeals-process>

**Internal appeals form**

This form should be completed in all cases to lodge an appeal. Please tick to indicate what the appeal is against:

**An internal assessment decision**

**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		Unit/module/exam paper code	
Subject		Unit/module/exam paper title	

Please state the grounds for your appeal below:

*Continue overleaf if necessary*

**Appeal against an internal assessment decision**

**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 marking/assessment process not against the mark 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 Exams Officer, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.**