



Internal and external appeals procedures

2017/18

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Mrs Fawcett (Exams Officer) & Mr Houghton (Deputy Head) September 2017	
Date of next review	September 2018

1: Appeals procedure against internally assessed marks

Hyde Community College is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the regulations and 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. **Hyde Community 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.

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.

1. 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.
2. Appeals must be made in writing (using the **internal appeals form**). This is available under the 'Examinations' section on the school website.
3. The Head of Centre will appoint a senior member of staff to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject and have no personal interest in the outcome of the review.
4. The purpose of the appeal will be to decide whether the marks awarded for the internal assessment conformed to the awarding body's specification and subject-specific associated documents and is consistent with the standard set by the centre.
5. 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.
6. The outcome of the appeal will be made known to the head of centre. A written record will be kept by the Exams Officer 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 may lead to mark changes. This process is outside the control of **Hyde Community College** and is not covered by this procedure.

2: Appeals against an externally assessed mark (Enquiries about Results – EAR)

Any candidate who wants to query a mark/grade awarded by an Awarding Body upon issue of results should contact the Examinations Officer as soon as possible [but at least 10 working days before the published exam board deadline for EARs] in person to discuss the mark/grade. The Examinations Officer will advise on the options available to query the mark/grade and the costs involved.

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

It is advised that candidates should also consult their subject teacher to agree on the appropriate action taking into account the breakdown of marks, the grade boundaries and the candidates' predicted grades.

Candidates who wish to proceed with an enquiry about their results must complete an EAR application form (which can be obtained from the Examinations Officer) and forward this with payment in person to the Examinations Officer by the deadline specified by the Examinations Officer. No EARs will be made until fees are paid. If the EAR is successful, the fee will be refunded.

Outcomes following EARs will be forwarded by the Examinations Officer to the candidate as soon as they have been received from the Awarding Bodies.

Should a candidate wish to also have a copy of their exam script, they should discuss this with the Exams Officer who will need both written permission and the correct fee before the deadline.

Should the centre wish to obtain a copy of a candidates' script, the Exams Officer will seek written permission from the candidate.

3: Appeals procedure against centre decisions not to support an enquiry about results

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 upon request.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates. If a query is raised about a particular examination result, the exams officer will investigate with the appropriate members of staff the feasibility of requesting an enquiry, taking account of the costs involved. In all instances, EAR's can only be applied for with written candidate consent.

When the centre does not uphold a request from a candidate, the candidate may choose to pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf by the Exams Officer. The Exams Officer can only do this if a request is received before their specified deadline, with the correct fee and the candidates' written permission is given by completing the relevant form provided.

If the candidate 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. This will be reviewed by the Deputy Head of curriculum.

4: Appeals procedure following the outcome of an enquiry about results

Where the head of centre remains dissatisfied after receiving the outcome of an EAR, an appeal will be made to the awarding body, following the guidance in the JCQ publications (which can be accessed by the Exams Officer).

Where the head of centre is satisfied after receiving the outcome of an EAR, but the internal candidate and/or their parent/carer is not satisfied, they may make a further representation to the head of centre. Following this, the head of centre will make a decision as to whether to proceed with an appeal. 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 **7 calendar days** of the notification of the outcome of the enquiry. Subject to the head of centre's decision, this will allow the centre 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 of 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 the centre.

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

Name of appellant		Candidate name <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 marks awarded for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents.

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.