



Internal Appeals Policy for External Qualifications

Policy on Appeals is in two parts:

1. Policy on Internal Assessments for External Qualifications
2. Policy on External Assessments for External Qualifications (Enquiries about Results)

1. Policy on Internal Assessments for External Qualifications

Pen y Dre High School is committed to ensuring that:

- Internal assessments are conducted by members of the teaching staff who have the appropriate knowledge, understanding and skills and who have been trained in this area.
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the Awarding Body for the subject concerned.
- The consistency of internal assessment will be maintained by internal moderation and standardisation.
- All candidate work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and regulations of the specification relating to the qualification.

Reviews of marking

1. Pen y Dre High School 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. Pen y Dre High School 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. Pen y Dre High School will, having received a request for copies of materials, promptly make them available to the candidate.
4. Pen y Dre High School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of the centre's marking must be made in writing on the appeals form published in the appendix 1 of this document.
6. If, at any stage in the assessment process including the review stage, it becomes apparent that the candidate may have been involved in plagiarism or any other form of malpractice then Pen y Dre High School will investigate this and follow the relevant policy.
7. Pen y Dre High School 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.



8. Pen y Dre High School 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.
9. Pen y Dre High School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre. The outcome of a review may therefore be one of the following:
 - a. The mark may remain unchanged
 - b. The mark may be increased if the reviewer finds that the mark scheme was not reasonably applied by the original assessor/s
 - c. The mark may be decreased if the reviewer finds that the mark scheme was not reasonably applied by the original assessor/s
10. Because of the tight timescales involved there is no further route for appeal once a review has been conducted, however the school's complaints policy is available for those who may wish to bring to our attention any perceived failures in the way we have assessed or reviewed assessment.
11. Pen y Dre High School will inform the candidate in writing of the outcome of the review of the centre's marking.
12. The outcome of the review of the centre's marking will be made known to the head of centre and the school will consider whether the request constitutes a complaint under the school's complaints policy. 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.

The regulations for GCSE, Entry Level and Project Qualification Coursework Assignments and GCSE NEA / Controlled Assessments state that:

- "The work you submit for assessment must be your own"
- "You must not copy from someone else or allow another candidate to copy from you"
- "If you copy the words or ideas of others and don't show your sources in references and a bibliography, this will be considered as cheating or malpractice"

Teachers have the right to reject a candidate's work on the grounds of malpractice if any of the above regulations are broken.

The candidate, parent or guardian of a candidate has the right to appeal against any decisions to reject to a candidate's internally assessed work on the grounds of malpractice.

Review of Procedures

1. The candidate, parent or guardian of a candidate wishing to appeal against the procedures used in internal assessment should write to the Examinations Officer as soon as the matter arises. The deadline for the receipt of appeal applications to reach the school is ten days prior to the start of the written examination series. Internal appeals will be considered, and resolved, by the date of the last externally assessed paper of the series [eg by the end of June for the summer series].
2. On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Examinations Officer, a member of the Senior Management Team and a Head of Faculty not involved in the internal assessment decision. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirement of the Awarding Body and the ACCAC Code of Practice.

Mr C Whitney, Examinations Officer
Updated – December 2021, Next Review December 2022



The outcome of the appeal will be reported in writing to the candidate, parent or guardian [including relevant correspondence with the Awarding Body] before public exam results day for the award.

A written record of the appeal and the outcome will be kept on file at the centre and the Awarding Body will be informed of any amendments.

2. Policy on External Assessments for External Qualifications **[Enquiries about Results - EARs]**

Appeals against the school's decision not to request a post-results Service

In normal circumstances the school will support any well-considered request from a candidate for the standard post results services (Clerical check (service 1), Review and priority review of marking (service 2), Moderation review (service 3), Priority copy of marked paper (access to scripts), Original marked paper or recording (access to scripts).

However, there are certain circumstances where we will not do so, for example if we believe that the action would not be in the candidate's best interest, because there is a risk of it adversely affecting another candidate (e.g. with a request for a review of moderation), or because the impact in school in terms of cost, time or other resources outweighs the potential benefit from the action.

If we make such a decision then candidates, or their parents/ carers, may appeal to us by completing the appeals form in the examinations section of the school website submitted to the centre by completing the internal appeals form at least 10 working days prior to the internal deadline for submitting the relevant post-results service. The appeal will be considered by the line manager of the person who made the original decision and the appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.

Appeals against the outcome of external examination and controlled assessment results

Only the school can mount an appeal to a JCQ awarding body. An appeal can only be requested if a candidate has already requested and received the outcome of a review of marking or moderation review.

Appeals are not part of the range of post-results services that we provide to candidates; they are a process that the school will use if and only if there is evidence that an awarding body has failed to:

- use procedures that were consistent with regulatory requirements
- apply its procedures properly and fairly in arriving at judgements

Candidates or their parent(s)/ carer(s) may bring to the attention of the school cases where they believe that an appeal may be justified. If they do so they are expected to provide a clear account of which of the conditions stipulated above has been breached and to provide the evidence necessary to show that this is the case.

Where the school believes that a valid case can be made they may choose to mount an appeal. The school will make the judgement about whether an appeal is sufficiently justified to be made to an awarding body on the basis of whether to do so would be a good use of school funds and resources; in doing so they may require a contribution to those costs.

The candidate or a parent/ carer of the candidate may be required to pay all or part of the costs of mounting the appeal. This will depend on the nature of the issue being appealed and the

Mr C Whitney, Examinations Officer

Updated – December 2021, Next Review December 2022



extent to which the school feels the candidate has provided good evidence to support it, the likelihood of success and the likely impact of a successful appeal.

We will not support appeals where the motivation is speculative; e.g. an attempt to gain a few more marks to move a candidate over a grade boundary. We will support appeals where there are strong grounds to believe that a candidate's rights have been breached or they have clearly been treated unfairly.

Candidates, or their parents/ carers, may appeal to us by completing the appeals form in the examinations section of the school website submitted to the centre by completing the internal appeals form at least 10 working days prior to the deadline for submitting the appeal to the awarding body. Candidates and their parents/ carers are encouraged to look for information about appeals on the website of the relevant awarding body and at <https://www.jcq.org.uk/exams-office/appeals>.

Appeals against malpractice decisions - when an awarding body has applied a malpractice penalty

These appeals go straight to stage two (appeal hearing). The school will only appeal malpractice decisions in exceptional circumstances when there is compelling evidence that the awarding body have failed to apply appropriate and reasonable procedures. The basis on which we will pursue this is similar to that for appeals against the outcome of external examination and controlled assessment results: we will do it only when we believe it is well justified and a good use of school funds and resources, and we may require a contribution to cover costs.

We will not support appeals where the motivation is speculative; e.g. an attempt to gain a few more marks to move a candidate over a grade boundary. We will support appeals where there are strong grounds to believe that a candidate's rights have been breached or they have clearly been treated unfairly.

If an awarding body has declined an application for special consideration or the school disagrees with the level of adjustment made in response to a special consideration request, then we may choose to mount an appeal. Our experience is that the awarding bodies are normally very reasonable in their application of these processes so we will only mount an appeal in exceptional circumstances where there is compelling evidence that a reasonable policy or procedure has not been applied. We will not support appeals where the motivation is speculative; e.g. an attempt to gain a few more marks to move a candidate over a grade boundary. We will support appeals where there are strong grounds to believe that a candidate's rights have been breached or they have clearly been treated unfairly.



Any candidate who wants to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

- I. Contact the Examinations Officer **and** the subject teacher as soon as possible [**but at least 10 working days before the published 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.
- II. Candidates should be aware that EARs can result in marks/grades being raised, confirmed or lowered. Candidates must sign a consent form to confirm that they understand the consequence of an EAR. Consent forms will be issued by the Examinations Officer.
- III. The subject teacher will review the candidate's marks/grades and discuss with the Head of Faculty to agree on the appropriate action taking into account the breakdown of marks, the grade boundaries and the candidate's predicted grades.

If the Faculty agrees to support the EAR:

- a. The request, together with the candidates consent form, should be made to the Examinations Officer **before the published deadline for EARs**. The cost of the enquiry will be met by the departmental budget. If the EAR is successful, the fee will be refunded.

If the Faculty does not agree to support the EAR:

- b. A candidate may appeal against the decision not to support an EAR. Appeals should be made in writing to the Examinations Officer, at least **5 working days before the published deadline for EARs**. The appeal should state, in detail, the reason(s) for the appeal. This appeal should be signed and dated and should include the daytime contact telephone number of the candidate, parent or guardian. The appeal information will be reviewed by the Examinations Officer and a member of the Senior Management Team; the outcome of the appeal will be communicated by telephone and letter within 48 hours of receipt. This decision is final.
 - c. If the centre does not support the EAR the candidate may still proceed with the EAR but all costs involved will be paid by the candidate at the time the EAR is made. No EARs will be made until fees are paid. Requests must be made in person to the Examinations Officer **before the published deadline for EARs**. If the enquiry is successful the fee will be refunded to the candidate.
- IV. Outcomes following EARs will be forwarded by the Examinations Officer to the candidate as soon as they have been received from the Awarding Bodies.

--This policy will be kept under review and revised as necessary--

.....
Head of Centre

.....
Exams Officer

.....
Date



Internal appeals form (Appendix 1)

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

Table with 4 columns: Name of appellant, Awarding body, Subject, Candidate name if different to appellant, Exam paper code, 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.

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.

Signature:

Date of signature:

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