



Internal Appeals Procedures

internal assessment decisions
reviews of results & appeals
access arrangements & special considerations
other administrative issues

Aquinas College

Internal Appeals Procedures

Centre name	Aquinas College
Centre Number	33435
Date Plan first created	01/09/2023
Current pla approved by	Head of Centre
Current plan reviewed by	Jackie Dudleston
Date of next review	01/10/2024

Key staff involved in the policy

Role	Name(s)
Head of centre	Danny Pearson – Principal
Senior leader(s)	Andy Bailey – Vice Principal Catherine Phillips – Assistant Principal
Exams Manager	Jackie Dudleston
ALS Lead/SENCO	Del Marks
Other staff (if applicable)	Anna Holt – Director of Student Information Services

Purpose of the procedure

This purpose of this procedure is to confirm the arrangements at Aquinas College for dealing with candidate appeals relating to internal assessment decisions | reviews of results & appeals | access arrangements & special considerations | other administrative issues.

This procedure ensure compliance with the relevant sections of the JCQ General Regulations for Approved Centres

1. Appeals relating to internal assessment decisions (centre assessed marks)

Certain GCSE and GCE and other qualifications contain components of non examination assessment or units of coursework which are internally assessed (marked) by Aquinas College and internally reviewed/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.

This procedure ensures compliance with JCQ regulations which state that centres must:

- ▶ have in place and available for inspection purposes 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
- ▶ before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

Deadlines for the submission of marks (2023 | 2024 exam series)

Date	Qualification	Details
05/11/2023	GCSE Level 3 Project	Final date for submission of centre assessed marks GCSE English/Level 3 Extended Project – November Series
31/03/2024	GCE	Final date for submission of centre assess marks OCR P.E.
07/05/2024	GCSE	Final date for submission of centre assessed marks AQA
15/05/2024	GCE Level 3 Applied General Level 3 Project	Final date for submission of centre assessed marks AQA
15/05/2024	GCSE GCE	Final date for submission of centre assessed marks PEARSON, OCR, WJEC
31/05/2024	GCE	Final date for submission of centre assessed marks for ART subjects AQA

Principles relating to centre assessed marks

The head of centre/senior leaders at Aquinas College will ensure that the following principles are in place in relation to marking the work of candidates:

- ▶ A commitment to ensuring that whenever teaching staff mark candidates' work that this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.
- ▶ All centre staff follow a robust *Non-examination assessment policy* (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments for relevant qualifications delivered in the centre, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

- ▶ Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity.
- ▶ A commitment to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher is involved in marking candidates' work, internal moderation and standardisation will 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 mark scheme to their marking, then they may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

Procedure for appealing internal assessment decisions (centre assessed marks)

The head of centre/senior leaders at Aquinas College will:

1. 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. Inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work submitted
3. inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and 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 within **2 working days [1 working day for Art and Design subjects]**
4. having received a request for copies of materials, promptly make them available to the candidate (for some marked assessment materials such as art work and recordings, inform the candidate that these will be shared under supervised conditions) within **2 working days [1 working day for Art and Design subjects]**
5. provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review, they will need to explain what they believe the issue to be
6. provide a clear deadline for candidates to submit a request for a review of the centre's marking and confirm requests must be made in writing within **2 working days [1 working day for Art and Design subjects]** of receiving copies of the requested materials by completing the **internal appeals form** on page 6 of this document. And to also confirm that requests will not be accepted after this deadline
7. allow **2 working days [1 working day for Art and Design subjects]** 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.
8. 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 for the component in question and has no personal interest in the outcome of the review.
9. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
10. inform the candidate in writing of the outcome of the review of the centre's marking.

11. ensure the outcome of the review of the centre's marking is made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body
12. ensure a written record of the review is kept and made available to the awarding body upon request
13. ensure the awarding body is informed if the centre does not accept the outcome of a review.

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 in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

2. Appeals relating to the centre's decisions not to support a clerical check, a review of marking, a review of moderation or an appeal

This procedure ensures compliance with JCQ regulations which state that centres must:

- ▶ 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 re-check, a review of marking, a review of moderation or an appeal

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 published by the exams office on results release day.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results in the Examinations Handbook and the accessibility of senior members of centre staff immediately after the publication of results in an end of year communication from the Vice Principal or Head of Year.

If teaching staff at Aquinas College or a candidate (or his/her parent/carer) have a concern that a result may not be accurate, post results services may be considered.

The JCQ post results services currently available are detailed below.

Review of Results (RoRs):

- ▶ Service 1 – clerical re-check
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 both unitised and linear 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 not available to an individual candidate

Access to Scripts (ATS):

- ▶ Copies of scripts to support reviews of marking
- ▶ Copies of scripts to support teaching and learning

If a concern is raised about a particular examination result by the candidate, they should approach a member of the subject team in the first instance for advice on the feasibility of requesting a review of results.

Where a concern is identified by the head of subject or another member of the centre staff, the candidate will be contacted at the earliest opportunity by the member of staff raising the concern to advise them of their findings and give advice on the most appropriate service available.

Centre actions in response to a concern about a result

Where a concern is expressed that a particular result may not be accurate Aquinas College will:

- ▶ look at 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 concern may be justified and advise the candidate accordingly

For **written** components that contributed to the final grade Aquinas College will:

- ▶ 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 requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline, subject staff to advise the candidate accordingly

For **moderated** components that contributed to the final grade Aquinas College will:

- ▶ Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of a candidate not in the original sample submitted for moderation
- ▶ Consult the moderator's report/feedback to identify any issues raised
- ▶ Determine if the centre's internally assessed marks have been accepted without change by the awarding body, if this is the case a Review of Results service 3 (review of moderation) will not be available
- ▶ Determine if there are any grounds to submit a request for a review of moderation for all candidates in the original sample

Candidate consent

Aquinas College will:

- ▶ Acquire written candidate consent (informed consent via candidate email is acceptable) in all cases before a request for an RoR service 1 or 2 (including priority service 2) is submitted to the awarding body
- ▶ Acquire informed candidate consent to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check 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
- ▶ Only collect candidate consent after the publication of results.

Candidates are responsible for fees in respect of Services 1 and 2, these are payable in advance and upon receipt, within the published deadlines, a request will be made to the awarding body on their behalf.

Fees in respect of Service 3 – review of moderation will be the responsibility of the centre.

Fees in respect of ATS will be the responsibility of the centre if the scripts are required to support teaching and learning or the candidate's responsibility if the scripts are required to support reviews of marking.

If the candidate (or his/her parent/carer) is advised by staff at the centre that an enquiry about results may not be appropriate and wishes to continue with a service 1 or 2 enquiry they will be informed that they do so at their own risk and will be required to confirm this in writing.

Appeals

Following a Review of Results 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 Review of Results outcome, but the candidate (or parent/carer) believes there are grounds for a preliminary appeal to the awarding body, an internal appeal may be made to the head of centre. Candidates or parents/carers are not permitted to make direct representations to an awarding body. 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*

To submit an internal appeal:

- ▶ An **internal appeals form** should be completed and submitted to the centre within 5 working days of the notification of the outcome of the review of the result
- ▶ Subject to the head of centre's decision, the preliminary appeal will be processed and submitted to the awarding body within the required **30 calendar days** of the awarding body issuing 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

3. Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure ensures compliance with JCQ regulations which state that centres must:

- ▶ 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

Aquinas College will;

- ▶ comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publication *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

Aquinas College will:

- ▶ recognise it's 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 the centre provides to disabled candidates
- ▶ comply with it's 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;

- ▶ putting in place access arrangements/adjustments that are not approved
- ▶ failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- ▶ permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- ▶ charging a fee for providing reasonable adjustments to disabled candidates

Special Consideration

Where Aquinas College can provide signed evidence to support an application, it will 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 his or her normal level of attainment in an assessment.

Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include a 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 Aquinas College makes 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 it's responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- ▶ An internal appeal can be submitted to the centre by completing an **internal appeals form** within 5 working days of the decision being made known to the appellant.

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by the centre.

If the appeal is upheld **Aquinas College** will proceed to apply for approval, if required, and implement the access arrangement/reasonable adjustment and/or submit an application for special consideration.

4. Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause **Aquinas College** to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where **Aquinas College** 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 with the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- ▶ An internal appeal can be submitted to the centre by completing an **internal appeals form** within 5 working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by the centre.

Internal appeals form	FOR CENTRE USE ONLY	
	Date received	

Please tick box to indicate the nature of your appeal and complete all sections of the form

- ☐ Appeal against an internal assessment decision, I wish to request a review of my assessment mark
- ☐ Appeal against the centre's decision not to support a review of moderation or 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

Name of Student			
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below

Student signature:

Date of signature:

This form must be signed, dated and returned to the exams office to the timescales indicated in the relevant appeals procedure

Internal appeals log

On receipt all internal appeals are logged. The outcome and outcome date is also recorded.

The outcome of any review of the centre's marking will be made known to the head of centre. A written record of the review will be kept and logged as an appeal, in order that information can be easily made available for JCQ inspection purposes and to an awarding body upon request.

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Further guidance to inform and implement appeals procedures

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 (A guide to the awarding bodies' appeals processes)
<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>
- Suspected Malpractice: Policies and Procedures
<https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments
<https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process
<https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

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>