



INTERNAL APPEALS PROCEDURE

October 2023

Internal Appeals Procedure (Reviews of Results and Appeals)

Centre Name	Tupton Hall School
Centre Number	23146
Date policy first created	02/10/2023
Current policy approved by	Mr S Roberts
Current policy reviewed by	Mr S Roberts
Date of next review	01/10/2024

Key staff involved in the policy

Role	Name
Head of Centre	Mr A J Knowles
Senior leader(s)	Mrs C Burton; Mrs S Burton; Ms N Campbell; Mrs R Holland; Mrs J Lammin; Mrs A Lindley; Mrs A Neville; Mr S Roberts; Mr C Sinclair
Exams officer	Mrs D A Stanley
Other staff (if applicable)	



This procedure is reviewed and updated annually to ensure that appeals against any decision at Tupton Hall School not to support an appeal against internal assessment decisions (centre assessed marks), an application for a clerical re-check, a review of marking, a review of moderation are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Tupton Hall School's compliance with JCQ's General Regulations for Approved Centres (section) 5.7 that the centre will:

- Have in place and be 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" and that the centre "must inform candidates of their centre assessed marks. A candidate can request a review of the centre's marking before marks are submitted to the awarding body."
- 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

Certain components of GCSE and A Level 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 2024 exam series)

Subject	Awarding Body	Proposed School Deadline	Latest Date students to be informed of mark	Awarding body Deadline
GCSE and Equivalent				
Art	OCR	03-May	08-May	15-May
English Language Spoken Language	AQA	23-Apr	30-Apr	07-May
Design Technology	AQA	23-Apr	30-Apr	07-May
Drama	AQA	23-Apr	30-Apr	07-May
Hospitality and Catering Vocational Award	WJEC	23-Apr	30-Apr	05-May
Media Studies	OCR	03-May	08-May	15-May
Music	WJEC	23-Apr	30-Apr	05-May
Physical Education	Pearson	03-May	08-May	15-May
Cambridge National in Sports Science	OCR	03-May	08-May	15-May

A Level				
English Language	AQA	03-May	08-May	15-May
English Literature	AQA	03-May	08-May	15-May
Art	OCR	17-May	24-May	31-May
Computer Science	OCR	17-May	24-May	31-May
Design Technology	AQA	03-May	08-May	15-May
Film Studies	WJEC	03-May	08-May	15-May
Geography	Pearson	03-May	08-May	15-May
History	AQA	03-May	08-May	15-May
BTEC Music Higher National	Pearson	03-May	08-May	15-May
Physical Education	OCR	03-May	08-May	15-May

Tupton Hall School is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Tupton Hall School ensures that all centre staff follow a robust Non-examination assessment policy (for the management of GCSE non-examination assessments). This policy details all procedures relating to nonexamination assessments 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. Tupton Hall School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where several subject teachers are 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 his/her work, or that the assessor has not properly applied the marking standards to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

Tupton Hall 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.
- 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 in meeting the published assessment criteria.
- Inform candidates that they may request copies of materials (generally as a minimum, a copy of their marked assessment material 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.
- Having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as artwork and recordings, inform the candidate that these will be shared under supervised conditions).

- Inform candidates they will not be allowed access to original assessment material unless supervised.
- 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.
- Provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after the awarding body deadline for submission of marks. Requests must be made in writing.
- Allow 3 calendar days 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.
- Ensure that the review of marking is conducted 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.
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- Inform the candidate in writing of the outcome of the review of the centre's marking.

The outcome of the 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 made available to the awarding body upon request. 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.

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 Tupton Hall School's compliance with JCQ's General Regulations for Approved Centres, 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. Full details of these services, internal deadlines for requesting a service and fees charged are available from the exams officer.

Candidates are also made aware of the arrangements for post-results services and all details are shown in the candidate handbook they will receive before they sit any exams. If the centre or a candidate (or parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

Reviews 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 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

Post-results services

At Tupton Hall School:

- Candidates are made aware of the arrangements for post-results services prior to the issue of results
- Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking

Candidates are made aware/informed by The Head of Sixth Form informs the students when they should make appointments to discuss results and the options available to them.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by Details regarding post-results services are given to candidates, along with their results, on results day. This includes forms to request scripts or an enquiry about results request along with details of fees and deadlines when requests should be submitted. Requests are sent via email to either the head of sixth form or the exams officer along with confirmation of the request, the paper reference and the service they are requesting. They sign to agree they understand that a result may go up, down or remain the same and they agree to pay the requested fee once the outcome is received.

Centre actions in response to a concern about a result

Where a concern is expressed that a particular result may not be accurate, Tupton Hall School 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

For **written** components that contributed to the final grade, Tupton Hall School will:

- Where a place a 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:
- (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline OR
- (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
- Collect written consent/permission from the candidate to access the script
- On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking

- Support a request for the appropriate Review of Results service (clerical re-check or review of marking) if any error is identified
- Collect written consent from the candidate to request the Review of Results service before the request is submitted
- Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body

For **moderated** components that contributed to the final grade Tupton Hall School will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates 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

Tupton Hall School will:

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a Review of Results 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

Centre actions in the event of a disagreement (dispute)

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, Tupton Hall School will:

- For a review of marking (Review of Results priority service 2), advise the candidate a review may be requested by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre
- For a review of marking (Review of Results service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking by providing written permission (and any required fee) for the centre to access the script from the awarding body
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (Review of Results service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee) for the centre to request the service from the awarding body
- Inform the candidate that a review of moderation (Review of Results service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by Requests for a review of results can be submitted on behalf of a candidate, and against the centre's decision, once the papers have been reviewed by a subject specialist and on payment of the fee determined by the centre at least 10 working days from receipt of the request, this will allow time for the papers to be reviewed prior to the internal deadline for submitting a request for a review of results.

The appellant will be informed of the outcome of the appeal within 48 hours of receiving the outcome.

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 directly to the 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 the time specified by the centre from 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

Additional centre-specific information: Not applicable

Changes 2023/2024

(Changed) Under sub-heading Reviews of Results (RoRs): This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications) (To) This service is 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)

Centre-specific changes