



Internal Appeals Procedure

2024/25

This document is reviewed annually to ensure compliance with current regulations

Approved by

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Title: Senior Leader i/c Exams

Date of next review

Academic Year 25/26

Purpose of the policy

This procedure confirms St Thomas More High School's compliance with JCQ's **General Regulations for Approved Centre** (Section 5.3, 5.8) and that the centre will:

- Have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post result services and appeals, and centre decisions relating to access arrangements and special consideration.
- Draw to the attention of candidates and their parents/carers its written internal procedure

This procedure covers appeals relating to:

- Internal Assessment decisions (centre assessed marks)
- Centre decisions not to support an application for clerical re-check, a review of marking, a review of moderation or an appeal.
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

The moderation process carried out by the awarding body may result in a mark change, either upwards or downwards, even after internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensure 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 procedure against internal assessment decisions

Certain qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by St Thomas More High School 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.

St Thomas More 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 must follow the procedure detailed below.

Note - *appeals may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.*

The Head of Centre/Senior Leader 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 the marked assessment material (work) and the mark scheme for 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 (for some marked assessment materials, such as art work and recording, inform the candidate that the originals will be shared under supervised conditions) within the period of time as specified (see Deadlines below)
- Inform candidates they will not be allowed access to the original assessment material unless supervised

Appeals should be made using the **internal appeals form (Appendix 1)** completed by the candidate (or parent/carer)

The Head of Centre/Senior Leader 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 for the submission of marks (see Deadlines below)
- Provide a clear deadline for candidates to submit a request for a review of the centres marking. Requests will not be accepted after this deadline.
- Ensure that the review of marking is conducted by a member of the senior leadership team 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. Some situations (where the previous conditions cannot be met) will require an external review to take place. In this instance the Head of Centre may call upon assistance from a Senior Leader or Head of Department in the relevant subject from another local school.
- 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
- 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 being submitted to the awarding body
- Ensure a written record of the review is kept and made available to the awarding body upon request. The outcome will be logged as a complaint
- Ensure the awarding body is informed if the centre does not accept the outcome of a review

Deadlines and Timescales

Appeals should be made using the **internal appeals form (Appendix 1)** completed by the candidate (or parent/carer)

All internal appeals forms must be returned to the examinations officer

- Upon request, copies of materials will be made available to the candidate within **3 working days**
- The deadline to request a review of marking (internal appeal) must be made by 3pm on **Friday 2nd May 2025 (a-Level), Wednesday 30th April 2025 (GCSE) or for Art Exams only Thursday 5th June 2025**

- The process for completing the review, making any changes to marks, and informing the candidate of the outcome will be completed by 3pm on **Friday 9th May 2025 (a-Level), Friday 3rd May 2025 (GCSE) (for Art Tuesday 10th June 2025)** all before the awarding body's deadline for the submission of marks

The outcome of the review of the centres marking will be 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. A written record of the review will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review.

The moderation process carried out by the awarding body may results 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 ensure 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.

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

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

Controlled assessments, Coursework, Non-examination assessments and Portfolio's of Evidence

5.8 The centre will

- 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
- 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

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>

Appeals relating to centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms St Thomas More High School will:

- Have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes where a candidate disagrees with a centre decision not to support and application for 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 the services, internal deadlines and fees charged are provided by the exams office prior to results days and updated on the website*)

Candidates are also made aware of the arrangements for post-results 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 the results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware/informed by the Exams Officer and the Head of Sixth Form.

If the centre or a candidate (or the parent/carer) has a concern and believes a results may not be accurate, post result services may be considered.

The JCQ Post Results services that are currently available are detailed below.

Review of Results (RoRs):

- Service 1 (Clerical re-check)
- Service 2 (Review of Marking)
- Priority Service 2 (Review of Marking)
- 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

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc where available by the awarding body to determine if the centre supports the concerns.

For written components that contributed to the final result, the centre will:

1. Where a place at university or college is at risk, consider supporting a request for a Priority Service 2 review
2. In all other instances, consider accessing the script to consider if a review of marking is appropriate by:
 - a) (if the service is available) request a priority copy of the candidate's script
 - b) (where the service is available) viewing a copy of the candidate's script online
3. Collect informed consent /permission from the candidate
4. On viewing the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and the if the centre considers there are any errors in marking
5. Support a request for the appropriate service if an error is identified
6. Where relevant, advise an affected candidate to inform any third party who may be also waiting on the outcome

Written candidate consent is required in all cases to confirm that the candidate understands that the final subject grade and or mark awarded following a RoR service and any subsequent appeal may be lower than, higher than or the same result as which was originally awarded. Consent can only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre 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 moderators report/feedback to identify any issues raised
- Determine if the centres internally assessed marks have been accepted without change by the awarding body – if this is the case then Service 3 will not be available.
- Determine if there are any grounds to submit a request for review of moderation for the work of all candidates in the original sample

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

- For a review of marking or moderation, provide the candidate with the information regarding why the decision has been made not to support the review of marking
- For a review of marking, if the script has not already been seen advise the Candidate to provide consent to view copies of the script
- For a review of marking, advise the candidate if they still wish to proceed despite the schools decision they consent to a review of marking and pay the relevant fee by the deadline
- For a review of moderation, advise the candidate that a review cannot take place for the work of an individual candidate or the work of a candidate not in the original sample

If the candidate 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 at least 7 working days prior to the internal deadline for submitting a post-results request.

The appellant will be informed of the outcome of the appeal before the internal post-results deadline

External Appeals Process

Following the RoR 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-Result Services** and **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 RoR outcome, but the candidate (or parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the Head of Centre. Following this, the Head of Centre's decision as to whether to proceed with a preliminary appeal will be based on acceptable grounds as detailed in the **JCQ Appeals Booklet**. 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 3 working days following the notification of the outcome of the RoR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of the awarding body issuing the outcome of the RoR process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before submission of the preliminary appeal (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.

Appeals relating to centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms St Thomas More High School's compliance with JCQ's **General Regulations for Approved Centres** that the centre will:

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

In accordance with regulations, St Thomas More High School will

- recognise its 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 its 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 or that are not supported by appropriate evidence
- failing to consider putting in place access arrangements
- charging a fee for the provision of reasonable adjustments to a disabled candidate

Special Consideration

Where St Thomas More High School has appropriate evidence signed by a member of the Senior Leadership Team 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 St Thomas More's 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 St Thomas More 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 disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out grounds for appeal should be submitted
- An internal appeals form should be completed and returned to the Senior Leader i/c Exams within 3 working days of the decision being made/known to 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 3 working days of the appeal being received and logged by the centre.

If the appeal is upheld St Thomas More High School will carry out necessary implementation accordingly.

Appeals regarding centre decision relating to other administrative issues

Circumstances may arise that cause St Thomas More High School to make decision on administrative issues that may affect a candidates examination/assessment.

Where St Thomas More High School may make a decision that affects a candidate:

- If a candidate who is the subject of the relevant decision 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 appeals form should be completed and returned to the Senior Leader i/c Exams within 3 working days of the decision being made/known to appellant.

The appellant will be informed of the outcome of the appeal within 3 working days of the appeal being received and logged by the centre.

Appendix 1

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**

Name of appellant		Candidate name <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 EO, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.