

WEST DERBY SCHOOL



Internal Appeals Procedure (Exams)

These procedures are reviewed annually to ensure compliance with current regulations

Approved on:	
Next review date:	
Signed:	S Graham (Headteacher)
Signed:	

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Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Sian Graham
Senior leader(s)	
Exams officer	Anthony Card

1. Reviews of marking – centre assessed marks (GCE coursework, GCE and GCSE non-examination assessments, Project qualifications)

This procedure confirms West Derby School's (WDS) compliance with JCQ's General Regulations for Approved Centres 2023-24, section 5.3 that the centre has in place "a written internal appeals procedure which covers appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration" and that the centre "must inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by WDS and internally 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.

Deadlines for the submission of marks (Summer 2024 exam series)

Date	Qualification	Action
See Appendix A		

WDS 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.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. WDS 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.

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 mark scheme to their marking, then they may make use of this appeals procedure to consider whether to request a review of the centre's marking.

1. WDS 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. WDS 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. WDS will, having received a request for materials, promptly make them available to the candidate. This will either be the originals viewed under supervised conditions or copies.
4. WDS will provide candidates with sufficient time, normally at least five working days, to allow them to review copies of materials and reach a decision.
5. WDS will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests **must** be made in writing and candidates **must** explain on what grounds they wish to request a review.
6. WDS 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.
7. WDS will 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.
8. WDS will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. WDS will inform the candidate in writing of the outcome of the review of the centre's marking.
10. 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 centre will inform the awarding body if it does not accept the outcome of a review.

The moderation process carried out by the awarding body 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 the centre's marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

If a student fails to meet the above set out deadlines to submit a request to review their marks, there may not be sufficient time for the candidate to either; receive copies of materials or receive a review or marks.

2. 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 WDS compliance with JCQ's General Regulations for approved Centres 2023/24, sections:

5.13 a) have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures will be made widely available and accessible to all candidates. Candidates will be made aware of the arrangements for post-results services prior to the issue of results

5.13 h) that the centre 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 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 provided by the exams officer (Mr A Card, email address a.card@westderbyschool.co.uk).

Candidates are also informed of the arrangements for post-results services and the availability of senior members of staff immediately after the publications of results before they sit any exams.

If the centre or a candidate has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

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

Enquiries about Results:

- 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)
- 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

Written candidate consent (including informed consent via the candidate's school email is acceptable) is required in all cases before a request for an Enquiries about Results service 1 or 2 is submitted to the awarding body. Candidates will be informed that with these services candidates' marks and subject grades may be lowered, stay the same or increased. Candidate consent can only be collected **after** the publication of results.

Where a concern is expressed that a particular result may not be accurate, West Derby School will investigate the feasibility of requesting an enquiry supported by the centre, looking at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. that have been made available by the awarding body to determine if the centre supports any concerns.

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

For a review of marking (Enquiries about Results service 1 or 2), first advise the candidate to access their script to support a review of marking by providing written permission for the centre to access the script (and any required fee for this service) to the centre to submit this request

Where the centre does not uphold a request from a candidate, and the candidate believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the **internal appeals form** at least **5 days** prior to the internal deadline for submitting an Enquiries about Results.

The appellant will be informed of the outcome of their appeal– for example, before the internal deadline for submitting an Enquiries about Results.

Following the Enquiries about 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 Enquiries about Results outcome, but the candidate 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 upon the 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 within 5 calendar days of the notification of the outcome of the Enquiries about Results. 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 **10 calendar days** of receiving the outcome of the enquiry about 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.

WDS Internal appeals form

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

FOR CENTRE USE ONLY	
Date received	
Reference No	

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below

(If applicable, tick below)

- Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking
If necessary continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature:

Date of signature:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure.

Complaints and appeals log

On receipt, all complaints/appeals are assigned a reference number and logged.

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, so information can be easily made available to an awarding body upon request.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

Further guidance to inform and implement appeals procedures

JCQ publications

- *General Regulations for Approved Centres*
[Gen regs approved centres 23-24 FINAL.pdf \(jcq.org.uk\)](#)
- *Post-Results Services*
<https://www.jcq.org.uk/exams-office/post-results-services>
- *JCQ Appeals Booklet*
[Appeals - JCQ Joint Council for Qualifications](#)
- *Notice to Centres – informing candidates of their centre assessed marks*
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual publications

- *OFQUAL Student Guide for 2024*
[Ofqual Student Guide 2024 - GOV.UK \(www.gov.uk\)](#)

Appendix A

2024 Timeframe for Internal Appeals Procedure: Centre Assessed Marks.

GCSE DESIGN TECHNOLOGY; GCSE ENGLISH LANGUAGE SPOKEN ENDORSEMENT	
Deadline date for informing candidates of their marks	Friday 19th April 2024
Date for appeals to be submitted	Monday 22nd April 2023 - Friday 26th April 2024
Date for reviews to occur	Monday 29th April 2024 - Friday 3rd May 2024

GCE ENGLISH LANGUAGE & LITERATURE; GCE HISTORY; GCE PRODUCT DESIGN; OCR L2 ENTERPRISE & MARKETING; OCR L2 SPORT; PEARSON L2 MUSIC; WJEC L2 HOSPITALITY & CATERING; L2 ENGINEERING	
Deadline date for informing candidates of their marks	Friday 26th April 2024
Date for appeals to be submitted	Monday 29th April 2024 - Friday 3rd May 2024
Date for reviews to occur	Tuesday 7th May 2024 - Friday 10th May 2024

GCSE PHOTOGRAPHY; GCE PHOTOGRAPHY; GCE GRAPHIC COMMUNICATION	
Deadline date for informing candidates of their marks	Friday 10th May 2024
Date for appeals to be submitted	Monday 13th May 2024 - Friday 17th May 2024
Date for reviews to occur	Monday 20th May 2024 - Friday 24th May 2024

PEARSON L3 APPLIED SCIENCE; PEARSON L3 SPORT	
Deadline date for informing candidates of their marks	Friday 17th May 2024
Date for appeals to be submitted	Monday 20th May 2024 - Friday 24th May 2024
Date for reviews to occur	Monday 3rd June 2024 - Friday 7th June 2024

OCR L3 BUSINESS; OCR L3 ICT; OCR L3 DIGITAL MEDIA	
Deadline date for informing candidates of their marks	Two weeks before moderator's visit
Date for appeals to be submitted	First week
Date for reviews to occur	Second week

Appendix B

2024 Timeframe for Enquiries about Results Service.

Key date	Reviews of Results (RoRs)	Access to Scripts (ATS)
15 August	<ul style="list-style-type: none"> Issue of GCE AS and A-level results Issue of Extended Project results Issue of Level 3 VTQ results Clerical re-checks, reviews of marking and reviews of moderation may be requested now 	<p>GCE AS, A-level and Level 3 VTQ scripts</p> <ul style="list-style-type: none"> Centres may request copies of GCE AS, A-level and Level 3 VTQ scripts to support reviews of marking and/or teaching and learning
22 August	<ul style="list-style-type: none"> Issue of GCSE results Issue of Foundation and Higher Project results Issue of Level 1 & Level 2 VTQ results Clerical re-checks, reviews of marking and reviews of moderation may be requested now 	<p>GCSE and Level 1 & Level 2 VTQ scripts</p> <ul style="list-style-type: none"> Centres may request copies of GCSE and Level 1 & Level 2 VTQ scripts to support reviews of marking and/or teaching and learning
22 August	<ul style="list-style-type: none"> DEADLINE for awarding bodies to receive requests for Priority Service 2 reviews of marking (GCE A-level and Level 3 VTQ qualifications only) 	
20 September	<ul style="list-style-type: none"> DEADLINE for awarding bodies to receive requests for late subject awards (Unitised GCSE, GCE AS and A-level qualifications in Wales and Northern Ireland) 	
26 September	<ul style="list-style-type: none"> DEADLINE for Reviews of Results (RoRs): Last date for awarding bodies to receive requests (All qualifications) 	<ul style="list-style-type: none"> DEADLINE for copies of scripts to support teaching and learning (All qualifications)