

Harrogate High School High School

Internal appeals procedures – 2020/21

Reviewed: May 2021 (IWI)

Adopted:

Next Review:



Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Mrs L Greenwood
SLT members	Mr J English, Mr M Dixon, Mr L Wilson, Mrs J Mason, Mrs H Ashton – Braithwaite
Exams officer	Mr I Wilson

1. Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Harrogate High School's compliance with JCQ's *General Regulations for Approved Centres 2020-21, section 5.7* that the centre has in place *"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 *"before submitting marks to the awarding bodies, 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 GCE (GCSE controlled assessments, GCE coursework, GCE and GCSE 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.

Final Deadlines for the submission of marks to awarding bodies (summer 2021 exam series)

Date	Qualification	Details
18/06/2021	GCSE/BTEC/Cambridge National	Final date for submission of marks for all exam boards for all subjects.

Harrogate High 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.

Harrogate High School ensures that 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 GCE and GCSE qualifications to which these procedures apply, including the marking and quality assurance 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. Harrogate High School is committed 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 his/her work, or that the assessor has not properly applied the mark scheme

to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

1. Harrogate High School will ensure that candidates and parent/carers 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. Deadlines for appeals will be also be set out within this communication and may vary by subject each year due to awarding body deadlines.
2. Harrogate High School will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) 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, Harrogate High School will make them available to the candidate within five working days.
3. Harrogate High School will provide candidates with sufficient time to allow them to review copies of materials and reach a decision and provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests must be made in writing within a maximum of five working days after receiving copies of the requested materials by completing the internal appeals form. Requests will not be accepted after this deadline.
4. Harrogate High School will allow up to ten working 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.
5. Harrogate 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.
6. Harrogate High School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
7. Harrogate High School will 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.

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 Harrogate High School's compliance with JCQ's *General Regulations for Approved Centres 2020-21*, section 5.13 that the centre has in place *"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 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.

Candidates are also informed of the arrangements for post-results services before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results. This is detailed in the Exams Information Booklet, sent to all candidates at the time of entry for exams in February.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Review of Results (ROR's) offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an ROR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.

If a concern is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry supported by the centre.

Where the centre does not uphold a request from a candidate, the candidate must pay the appropriate ROR fee to the centre in advance of a request being made to the awarding body on the candidate's behalf.

If the candidate (or his/her parent/carer) 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 ten working days prior to the internal deadline for submitting an ROR.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an ROR.

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-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 ROR outcome, but the candidate (or his/her 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 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 10 working days of 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 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 to the appellant by the centre.

These procedures are reviewed annually to ensure compliance with current regulations .

**FOR CENTRE USE ONLY**

Internal appeals form

Date received

Reference No.

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

- ☐ 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

Candidate Name		Candidate number	
Candidate Year Group		Candidate Reg Group	
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

Candidate signature:

Date of signature:

Parent/carers 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 procedures/

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.

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