



Ortu Gable Hall School
Knowledge nurtures wisdom

Internal Appeal Procedure & Review of Results Services 2020/21

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Introduction

Gable 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.

The post results services appeals procedure confirms that Gable Hall School is compliant Jcq's General Regulations for Approved Centres 2020-2021, section 5.14 Post Results Services and Appeals

"how it will deal with candidates' requests for access to scripts, clerical checks, reviews of marking, reviews of moderation and appeals to the awarding bodies, and to ensure that details of these procedures are made widely available and accessible to all candidates."

Purpose of the policy

This policy details how the centre manages and administers the procedures for Post Results Services and the appeals procedure in the event of any 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.

"Centres must make candidates aware of the arrangements for Review of Results before they sit any examination(s). These arrangements also extend to private candidates." [PRS 4]

"Senior members of centre staff must be accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries. Candidates must be informed of the periods during which centre staff will be available so that they may plan accordingly." [PRS 4]

"Centres must make candidates aware of the arrangements for access to scripts before candidates sit any examination(s) to which these arrangements apply." [PRS 6]

Internal Appeals Procedures

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

This procedure confirms Ortu Gable Hall School's compliance with Jcq's General Regulations for Approved Centres 2020-2021, section 5.7 that the centre has in place "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 is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

Deadlines for the submission of marks

| Date | Qualification | Details | Exam series |
|------|---------------|---|-------------|
| | GCSE | | Summer-21 |
| | GCE | Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC) | Summer-21 |

Appeals against internal assessment decisions (centre assessed marks)

Ortu Gable 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.

Ortu Gable Hall 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, 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. Ortu Gable Hall School 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 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.

Gable Hall School 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 in meeting the published assessment criteria
3. inform candidates that they may request copies of materials (for example, as a minimum, a copy their 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
4. having received a request for copies of materials promptly make them available to the candidate. (or for some marked assessment materials, such as art work and recordings, inform the candidate that these will be shared under supervised conditions)
5. inform candidates they will not be allowed access to original assessment material unless supervised
6. 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
7. provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests must be made in writing, and made within 5 calendar days of receiving copies of the requested materials by completing the internal appeals form. Requests will not be accepted after this deadline.
8. 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.

9. 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.
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
11. 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 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.

Moderation of internal assessed grades

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.

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 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 RoR 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 the work of all candidates in the original sample]

Post Results Services

There are currently two main services provided - Enquiries about results (RoRs) and Access to scripts (ATS). These services are normally available at individual unit/component level of each qualification.

- RoR services offer clerical re-checks, reviews of marking and reviews of moderation
- ATS services provide access to marked exam scripts

ATS, RoR and appeals must be made through Ortu Gable Hall School by the Examinations Officer.

Post Result Responsibilities

Head of centre

- Understands that in the event of an awarding body initiating an extended review of marking, candidates' marks and subject grades may be lowered, confirmed or raised

Exams officer

- Provides information to candidates (including private candidates) and staff on the services provided by awarding bodies and the fees.
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met

- Ensures the correct documentation is completed and signed by the candidate before processing any post result services
- Apply direct to using the online process outlined by the awarding body
- Communicate all outcomes to the Head of centre and the candidate
- Submits requests to awarding bodies to meet the external deadline
- Provides a process to record requests for services and collect candidate informed consent (after the publication of results) and fees where relevant
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

Teaching staff

- Meet internal deadlines to request the services and gain relevant candidate informed consent
- Identify the budget to which fees should be charged

Candidates

- Meet internal deadlines to request the services
- Provide informed consent and fees, where relevant

Written Consent

Written consent is required by the candidate before any post results services electronic requests are made following *JCQ publication Post Results Service*.

Review of Results

This procedure confirms Ortu Gable Hall School's compliance with JCQ's General Regulations for Approved Centres 2020-2021 (section 5.13) 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 on request by email to examinations@gablehall.com.

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 by attending results collection day and/or in writing.

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

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 only available for externally assessed components of 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

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 2) is submitted to the awarding body. Consent is required 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. Candidate consent must 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 a review supported by the centre.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support a review, an internal appeal can be submitted to the centre by completing the internal appeals form at least 7 calendar days prior to the internal deadline for submitting a request for a review.

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

Centre / Candidate Request

An RoR may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. If a result is queried, the Exams Officer, teaching staff and Head of Centre will investigate the feasibility of asking for a re-mark at the centre's expense.

Appeal Against Non Centre Approved Request

When the centre does not uphold an RoR, a candidate may apply to have an enquiry carried out by completing the relevant form JCQ Enquires about Results and Appeals (Appendix A). Advice will be given of the deadline dates that need to be met. If a candidate requires this against the advice of subject staff, they will be charged payment which will be required upfront of the RoR being processed.

The candidate will be given detailed information regarding the possible outcomes of the request – JCQ Enquires about Results and Appeals (Appendix A) :

- original mark is lowered, final grade may be lower than the original grade received
- original mark is confirmed as correct, there is no change to original grade
- original mark is raised, final grade may be higher than the original grade received
-

Access to Scripts

After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results the Examination Board fees will apply and be charged to the candidate. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained a charge will be made to the subject department.

GCSE re-marks cannot be applied for once a script has been returned.

Centre Appeal Against Reviewed Result Outcome

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.

This is at the discretion of the Examinations Officer in consultation with the Head of Centre.

Appeals against centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal

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 their 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.

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

- For a review of marking (RoR priority service 2), advise the candidate he/she may request the review 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 (RoR service 1 or 2), first advise the candidate to access a copy of his/her 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) for the centre to submit this request
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR 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 this service) for the centre to submit this request
- Inform the candidate that a review of moderation (RoR 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 completing the internal appeals form.

The internal appeals form should be completed and submitted to the centre within 7 calendar 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 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.

Complaints and appeals log

On receipt, all appeals will be assigned a reference number and logged.

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Ofqual Notification - 2017

Ofqual, the qualifications regulator for England, has informed the awarding bodies that the automatic protection of subject grades, where an awarding body initiates an extended review of marking must cease to apply. To do otherwise would be a breach of Ofqual's requirements as their revised rules do not allow for any automatic protection of candidates' results, other than presently reviews of moderation.

Note that in the event of an awarding body initiating an extended review of marking candidates' marks and subject grades may be lowered, confirmed or raised.

Head of Centre

C Evans

Exams Officer

T Munday-Clayton

Date 18 December 2020

Internal Appeals form (Exams)

FOR CENTRE USE ONLY

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

| | | | |
|--------------------|--|--|--|
| Name of appellant | | Candidate name if different to appellant | |
| Awarding body | | Exam paper code | |
| Qualification type | | Exam paper title | |
| Subject | | | |

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.

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
<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>

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>