





THE COOPERS' COMPANY  
AND COBORN SCHOOL

*Love as Brethren*

## Internal appeals procedures 2019/20

 	Name of School	The Coopers' Company and Coborn School
	Policy review Date	December 2019
	Date of next Review	December 2020
	Who reviewed this policy?	Mrs. A. Titley
	To be approved by SLT	Yes



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## Key staff involved in internal appeals procedures

<b>Role</b>	<b>Name(s)</b>
Head of centre	<b>Ms. S. Hay</b>
SLT members	<b>Mr. R. Bell</b> <b>Mr. M. Duncan</b> <b>Mrs. J. Harris</b> <b>Mrs. R. Carron</b> <b>Mr. J. Dudley-Hart</b>
Exams office	<b>Mrs. A. Titley – Examinations and Data Manager</b> <b>Mrs. L. Butler – Exams Assistant</b>



## Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms **The Coopers' Company and Coborn School** compliance with JCQ's *General Regulations for Approved Centres 2019-2020, section 5.7* that the centre will:

- have in place and 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;
- before submitting marks to the awarding body inform the 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 (legacy 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.

### Deadlines for the submission of marks to exam boards (Summer 2019 exam series)

Date	Qualification	Details	Exam series
05/11/2019	GCSE	Final date for submitting centre assessed marks	November 2019
24/03/2020	GCSE Drama	Final date for submission of centre assessed marks (WJEC)	Summer 2020
13/03/2020	GCSE PE	Final date for submission of centre assessed marks (Pearson)	Summer 2020
31/03/2020	GCE PE	Final date for submission of centre assessed marks (OCR)	Summer 2020
07/05/2020	GCSE	Final date for submission of centre assessed marks (AQA)	Summer 2020
31/05/2020	GCSE / GCE Art	Final date for submission of centre assessed marks (AQA / Pearson)	Summer 2020
15/05/2019	GCE	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)	Summer 2020

The Coopers' Company and Coborn 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 Coopers' Company and Coborn 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,



GCSE and Project qualifications (EPQ), 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. The Coopers' Company and Coborn 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.

## What to do if unhappy with the centre assessed marks

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 to consider whether to request a review of the centre's marking.

### The Coopers' Company and Coborn 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 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.
3. Having received a written request (via the Exams Office) for copies of materials, promptly make them available to the candidate within **two** school days.
4. Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. 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 within **two** school days of receiving copies of the requested materials by completing the **internal appeals form – Appendix A** and receipt of payment of this service (information to be obtained from the Exams Office). Details of any requests to be recorded by the Exams Office on the Complaints and appeals log – **Appendix B**.
6. Allow **five** school 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.
7. 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.
8. Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The candidate will be informed 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 will be kept and made available to the awarding body upon request.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. 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 The Coopers' Company and Coborn School compliance with JCQ's *General Regulations for Approved Centres 2019-2020, section 5.13* that the centre will:-

- Have available for inspection purposes and draw to the attention of the 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 office.

Candidates are also informed of the arrangements for post-results services in the 'Student examination handbook' which is emailed to both candidates and parents/carers at the beginning of each academic year. In addition, information on post results services will be found in the candidates results envelope and via the examinations link of the school's website.

If the centre or a candidate (or his / her 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:-

### **Review 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.

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, when made available by the awarding body to determine if the centre supports any concerns.



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

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking.
2. In all other instances, consider accessing the script by:
  - a) (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;
  - b) (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.
3. Collect informed written consent/permission from the candidate to access his/her script
4. 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.
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified.
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted.
7. 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.

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 results which was originally awarded. Candidate consent must only be collected after the publication of results.

The candidate will be responsible for payment of the appropriate RoR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

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

1. 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.
2. Consult the moderator's report/feedback to identify any issues raised.
3. 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.
4. Determine if there are any grounds to submit a request for a review of moderation for the work of candidates in the original sample.

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 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 to 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 to 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, an internal appeal can be submitted to the centre by completing the internal appeals form at least five school days prior to the internal deadline for submitting a request for a review of results.

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 believes (or his / her parent / carer) 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 **five** school 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 Office). 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.





**APPENDIX A**

**Internal appeals form**

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

<b>Candidate Name</b>		<b>Candidate No.</b>	
<b>Awarding body</b>		<b>Exam paper code</b>	
<b>Subject</b>		<b>Exam paper title</b>	

**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:
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**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 - Reviews of marking (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>