



Dame Alice Owen's School
The Dame Alice Owen Foundation – 1613

Internal appeals procedures

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by

H Nemko, Head of Centre

Date of next review – Autumn Term 2026

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

This procedure confirms Dame Alice Owen's School's compliance with JCQ's General Regulations for Approved Centres, 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 *"will inform candidates of their centre assessed marks" as a candidate can request a review of the centre's marking before marks are submitted to the awarding body.*

Certain GCSE and GCE and other qualifications contain components of non-examination assessment that contribute to the final grade of the qualification and 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.

Dame Alice Owen's School is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject-specific associated documents. Dame Alice Owen's 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 including the marking and internal standardisation 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 by the awarding body in this activity. Dame Alice Owen's 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 their work, or that the assessor has not properly applied the marking standards to their marking, then they may make use of this appeals procedure to consider whether to request a review of the centre's marking.

The candidate will need to look carefully at the mark scheme used to assess their work and identify which area of the mark scheme they feel has not been properly applied together with the reason why they feel they should be awarded a higher mark. These comments must be recorded on the NEA mark review form (Appendix 1 of this policy) which must be completed in full and handed in within the timeframe specified below along with the appropriate remittance.

Dame Alice Owen's 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. **Candidates may request copies of materials to assist them in considering whether to request a review of the centre's marking and if they proceed, 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 work submitted.**
2. Ensure that candidates who 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, receive these copies promptly. **Candidates may request these materials within 3 calendar days of being given their marks and can expect to receive them within 3 school days from receipt of request. Candidates will not be allowed access to original assessment material unless supervised.**

3. Provide a clear deadline for candidates to submit a request for a review of the centre's marking. This deadline will allow candidates sufficient time to review copies of materials and reach a decision as to whether to request a review of marking or not. **Requests must be made in writing within 5 calendar days of receiving copies of the requested materials by completing the NEA mark review form (Appendix 1 of this policy) and emailing it to examsupport@damealiceowens.herts.sch.uk. Requests will not be accepted after this deadline.**
4. Ask for a £50 administration fee payable via WisePay at the time of submitting the NEA mark review form. The purpose of this is to cover the staff and administration costs associated with the process. The charge is in line with the charges made by awarding bodies for post-results services. If an NEA mark is adjusted as a result of the review, the candidate will be refunded any money they have paid. The school will make provision to ensure that Pupil Premium students (and those KS5 students experiencing severe financial hardship) are able to request NEA reviews without payment.
5. Allow 10 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 for the submission of marks.
6. 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's work being reviewed and has no personal interest in the review.
7. Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
8. 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 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.

An internal review of marking may lead to the mark submitted to the awarding body being moved **up** or **down**. The moderation process carried out by the awarding body may also 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**. **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 always be considered provisional.

2. Appeals against the centre's decision not to support an application for a clerical check, a review of marking, a review of moderation or an appeal

This procedure confirms Dame Alice Owen's School's compliance with JCQ's General Regulations for Approved Centres, section 5.13 that the centre has in place *"a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an 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 these services, internal deadlines for requesting a service and fees charged are provided to candidates/parents and carers by the exams officer before results are issued. Candidates are also informed of the accessibility of senior members of centre staff immediately after the publication of results.

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

The JCQ post-results services currently available are:

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 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 post-results 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.

The post-results service may be requested by centre staff or candidates (or their parents/carers). If a service is requested by a candidate about a particular examination result, the candidate will be expected to pay the appropriate fee and the request will be made to the awarding body by the centre on the candidate's behalf.

Where the centre does not support the request from a candidate and the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision, **an appeal can be submitted to the centre using the Post-results services review form (Appendix 2 of this policy) at least one week prior to the internal deadline for submitting a post-results service request. The completed form must be emailed to examsupport@damealiceowens.herts.sch.uk by this deadline. Appeals will not be accepted after this deadline.**

The candidate will be informed of the outcome of their appeal before the internal deadline for submitting a post-results service request.

Procedure following the outcome of a post-results service request

Where the head of centre remains dissatisfied after receiving the outcome of a post-results service, an appeal will be made to the awarding body, following the guidance in the JCQ publications *Post-results services* <http://www.jcq.org.uk/exams-office/post-results-services> and the JCQ *Appeals booklet* <http://www.jcq.org.uk/exams-office/appeals>.

Where the head of centre is satisfied after receiving the outcome of a post-results service, but the candidate and/or their parent/carer is not satisfied, they may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an 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 Post-results service review form (Appendix 2 of this policy) should be completed and emailed to examsupport@damealiceowens.herts.sch.uk within 10 calendar days of the notification of the outcome of the post-results service. Representations will not be accepted after this deadline. Subject to the head of centre's decision, this will allow the centre to process the appeal and submit to the awarding body within the required 30 calendar days of the awarding body issuing the outcome. Awarding body fees which may be charged for the appeal must be paid by the candidate on submission of the Post-results service review form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the candidate by the centre.

NEA mark review form

FOR CENTRE USE ONLY	
Date received	
Reference no.	

Please complete all white boxes on the form below

Name of student:			
Form:		Candidate no:	
Full title of the piece of work for which you want a review of the mark:			
Subject area for which this work was produced:			
Please explain why you feel a review of the mark is needed. You should refer to the mark scheme and your work as you do this. You should explain what aspects of the mark scheme you feel have not been accurately applied with examples from your work to evidence this. (Please use additional pages as necessary.)			
I understand that the mark for my work may <u>go up, down or stay the same</u> as a result of this review. I understand that I shall have to accept the mark I am given as a result of the review process.			
Signature of student:			
Date:			

Within 5 calendar days of receiving copies of the requested materials:

- ***This completed form must be signed, dated and emailed to examsupport@damealiceowens.herts.sch.uk.***
- ***Payment of £50 must be made via WisePay - the item is located in the school shop with categories under Exams.***

Requests for reviews will not be accepted unless this form AND £50 are received on time.

Post-results services review form**FOR CENTRE USE ONLY**

Date received

Reference no.

Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

Please complete all white boxes on the form below

Name of candidate		Candidate no.	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal here:

Candidate signature:

Date of signature:

By the relevant deadline set out on pages 4-5 of the internal appeals procedures policy:

- ***This form must be signed, dated and emailed to examsupport@damealiceowens.herts.sch.uk.***

Requests for reviews will not be accepted unless this form is received on time.

Further guidance to inform and implement appeals

JCQ

- 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

- 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>