



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

Internal appeals procedures 2019/20

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by

H Nemko, Head of Centre

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 2017-2018, section 5.8 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 as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."*

Certain components of GCSE and GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) 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.

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 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 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 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.

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 review form (Appendix 2 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.
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 of the assessment 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.**
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 3**

calendar days of receiving copies of the requested materials by completing the NEA internal appeals form. Requests will not be accepted after this deadline.

4. There will be a £40 administration fee payable at the time of submitting the appeals 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 Enquiries about Results. 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.
6. 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'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.
9. 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.

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 bodies 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 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 *Dame Alice Owen's School's compliance with JCQ's General Regulations for Approved Centres 2017-2018, section 5.14 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 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 receive an examination information leaflet prior to the start of their exams, which informs them of the arrangements for post-results services and the accessibility of senior members of centre staff immediately after the publication of results.

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.

Enquiries about results (EARs) offers three services:

- **Service 1 – clerical re-check:** A re-check by the awarding body of all clerical procedures leading to the issue of a result.
- **Service 2 – review of marking:** Externally assessed scripts are reviewed by an examiner to ensure that the agreed mark scheme has been applied correctly. A review of marking includes a clerical check. It is not a re-marking of the candidate's script.
- **Service 3 – review of moderation:** A review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. It is not a re-moderation of candidates' work. This service is not available to an individual candidate, or when the centre's internally assessed marks have been accepted by the awarding body without change.

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR 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 service, enquiries about results (EARs), may be requested by centre staff or candidates (or their parents/carers). If a query is raised by a candidate about a particular examination result, the candidate will be expected to pay the appropriate fee and an EAR request will be made to the awarding body on the candidate's behalf. (*The EAR service 3 review of moderation is not available to individual candidates*).

Where the centre does not support an EAR 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 **EAR review form** at least **one week prior to** the internal deadline for submitting an EAR.

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

Appeals procedure following the outcome of an enquiry about results

Where the head of centre remains dissatisfied after receiving the outcome of an EAR, 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 *A guide to the awarding bodies' appeals processes* <http://www.jcq.org.uk/exams-office/appeals>.

Where the head of centre is satisfied after receiving the outcome of an EAR, but the internal 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 **EAR review form (Appendix 3 of this policy)** should be completed and submitted to the centre within **10 calendar days** of the notification of the outcome of the enquiry. 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. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission of the internal appeals form. 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.

NEA Mark

Name of student:	
Date:	
Piece of work:	
Mark awarded for the work:	

Please note that the mark being shared with you today is PROVISIONAL.

Before sharing this mark with you, your work has already been internally moderated by a team of teachers to ensure consistency of marking across the department. Once these marks have been submitted to the awarding body, the awarding body will request a number of pieces of work from a variety of different students from our school and will moderate the marks to ensure they are consistent with marking nationally.

The marks being shared with you today could be moderated **up or down** by the awarding body.

If you feel you have reason to appeal this provisional mark, please refer to the 'Internal Appeals Procedures' document which can be found under 'Policies' on the school website. Please ensure you read this document carefully before submitting an appeal.

Appendix two: Request for an NEA mark review form

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 markscheme you feel have not been accurately applied with examples from your work to evidence this.			
I understand that the mark for my work may remain the same, or may go up or down 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:			

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

PLEASE PROVIDE A CHEQUE FOR £40 (MADE PAYABLE TO DAME ALICE OWEN'S SCHOOL) WHEN YOU SUBMIT THIS FORM

Further guidance to inform and implement appeals procedures

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 - Reviews of marking (centre assessed marks)
<https://www.jcq.org.uk/exams-office/controlled-assessments>
<https://www.jcq.org.uk/exams-office/coursework>
<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>
- ▶ GCSE (A* to G) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>
- ▶ GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>
- ▶ Pre-reform GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>