# **Appeals procedure against internal** assessment decisions:

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by West Sussex Alternative Provision College (WSAPC) 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 WSAPC compliance with [JCQ’s General Regulations for Approved Centres 2022-2023](https://www.jcq.org.uk/exams-office/general-regulations/) that the centre will:

* 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
* Before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre’s marking

Deadlines for the submission of marks (Summer 2023 exam series)

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| Date | Qualification | Details |
| 05/05/2023 | WJEC GCSE Physical Education (short course) |  |
| 07/05/2023 | AQA GCSE English Language |  |
| 31/05/2023 | AQA GCSE Art |  |

WSAPC 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.

WSAPC 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/ 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 in this activity. WSAPC is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where several 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 where not followed in relation to the marking of his/her work, or that the assessor has not properly applied the marking standards 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.

* WSAPC will 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.
* WSAPC will 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.
* WSAPC will inform candidates that they may request copies of materials (generally, as a minimum, a copy of 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.
* Having received a request for copies of materials, WSAPC will promptly make them available to the candidate (or for some marked assessment materials, such as artwork and recordings, inform the candidate that these will be shared under supervised conditions) within five calendar days.
* WSAPC will inform candidates that they will not be allowed access to original assessment material unless supervised.
* WSAPC will 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.
* Requests for reviews of marking **must** be made in writing within five calendar days of receiving copies of the requested materials by completing the **internal appeals form**.
* WSAPC will allow seven calendar 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.
* WSAPC will 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 and has no personal interest in the review.
* WSAPC will instruct the reviewer to ensure that the candidate’s mark is consistent with the standard set by the centre.
* 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 who has 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. Should the review of the centre’s marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

The awarding body will be informed if the centre does not accept the outcome of a review.

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 WSAPC compliance with [JCQ’s *General Regulations for Approved Centres 2022-2023*](https://www.jcq.org.uk/exams-office/general-regulations/)*, 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 an online 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 by the exams officer.

Candidates are also made aware of the arrangements for post-results services, and availability of senior members of centre staff immediately after the publication of results, **before** they sit any exams. This is done via the Candidate handbook, sent out with the statement of entries.

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.

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 both unitised and linear GCE and GCSE specifications (an individual awarding body may also offer this priority service for GCE qualifications).

Service 3 (Review of moderation)

* This service is not available to an individual candidate or the work of candidate not in the original sample. This service is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied.

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 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 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 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 one week 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*](https://www.jcq.org.uk/exams-office/post-results-services/) and [*JCQ Appeals Booklet*](https://www.jcq.org.uk/exams-office/appeals/) (*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*](https://www.jcq.org.uk/exams-office/appeals/). 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 ten 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 the awarding body 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.

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| Internal Appeals form | FOR CENTRE USE ONLY | |
| Date received |  |
| Please tick box to indicate the nature of your appeal and complete all white boxes on the form below | Reference No. |  |

* 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 re-check, a review of marking, a review of moderation or an appeal

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| --- | --- |
| Name of appellant | Candidate name  if different to appellant |
|  |  |
| Awarding body | Exam paper code |
|  |  |
| Qualification type/subject | Exam paper title |
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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 an appeal. 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. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

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| Ref No. | Date received | Complaint or Appeal | Outcome | Outcome date |
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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/notice-to-centres-review-of-centre-marks/)

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)

Monitoring and Review

This policy will be monitored and reviewed annually.

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| ISSUED | April 2016 |
| ADOPTED BY WSAPC | April 2016 |
| RATIFIED BY GB | May 2016 |
| REVIEWED | November 2022 |
| REVIEW DATE | November 2023 |