



# Fountain Head House School

## Exams & Qualifications Internal Appeals Policy (Reviews of Results and Appeals)

<b>Approved by:</b>	Julie Smith	<b>Date:</b> July 2022
<b>Last reviewed on:</b>	July 2022	
<b>Next review due by:</b>	June 2023	

<b>Centre Name</b>	Fountain Head House School
<b>Centre Number</b>	
<b>Date plan first created</b>	04.07.2022

### Key staff involved in the procedure

Role	Name
Exams officer	
Senior leader(s)	
Head of centre	
Other staff (if applicable)	

This procedure is reviewed and updated annually to ensure that appeals against any decision at Fountain Head House School not to support a request for a clerical re-check, a review of marking, a review of moderation, or an appeal are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

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

This procedure confirms Fountain Head House School compliance with JCQ's *General Regulations for Approved Centres 2022/23*, 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."

Fountain Head House 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.

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. Fountain Head House 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.

1. Fountain Head House School 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.
2. Fountain Head House School will 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. Fountain Head House School will, having received a request for copies of materials, promptly make them available to the candidate within five calendar working days.
4. Fountain Head House School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Fountain Head House School will 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 five calendar days of receiving copies of the requested materials.
6. Appeals should be made to the Deputy Headteacher who will take the following actions:
  - Inform the headteacher
  - Together they will convene an Appeal Panel of course team members and Quality Nominee, this should not include any lecturer, assessor, verifier involved in the original assessment, although they should be made aware of the appeal
7. Fountain Head House School will allow five working 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.

8. Fountain Head House School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

9. Fountain Head House School will inform the candidate in writing of the outcome of the review of the centre's marking.

10. The outcome of the review of the centre's marking will be made known to the head of centre.

A written record of the review will be kept and made available to the awarding body upon request.

The external verification process carried out by BTEC 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 external verification 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**

**The purpose of this procedure is to confirm the arrangements at Fountain Head House School for dealing with candidate appeals against any centre decision not to support a clerical re-check, a review of marking, a review of moderation, or an appeal.**

This procedure ensures compliance with JCQ regulations (GR 5.13) which state that *centres must 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.

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 displaying notices on the school website.

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.

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.

### **Centre actions in response to a concern about a result**

Where a concern is expressed that a particular result may not be accurate, Fountain Head House School 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 concern may be justified.

### **In all other instances:**

Consider accessing the script by:

- (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**
- (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
- Collect written consent/permission from the candidate to access the script
- 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
- Collect written consent from the candidate to request the Review of Results service before the request is submitted
- 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

If following this the concern is considered to be justified or if any error is identified as a result enquiries about results services may be considered. The school will support a request for the appropriate enquiries about results service. The JCQ post-results services currently available are detailed below.

However, if the school do not feel that an appeal is justified the appellant will be informed of the outcome of the appeal before the internal deadline for a review of results.

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 an internal appeals form at least 5 calendar days prior to the internal deadline for submitting a request for a review of results. The candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

### **Enquiries about results (EARs) offers three services.**

- 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** - 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)

### **Candidate consent**

Fountain Head House School will:

Written candidate consent 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.

Acquire informed candidate consent to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical recheck 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 can only be collected **after** the publication of results.

For **moderated** components that contributed to the final grade Fountain Head House School 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 Review of Results 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 all 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, Fountain Head House School will:

- For a review of marking (Review of Results priority service 2), advise the candidate a review may be requested 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 (Review of Results service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking by providing written permission (and any required fee) for the centre to access the script from the awarding body
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (Review of Results 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 the centre to request the service from the awarding body
- Inform the candidate that a review of moderation (Review of Results service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

Following the EAR 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 EAR 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*.

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 7 calendar days of the notification of the outcome of the EAR. 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 enquiry about 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.

A full written record of all stages of the appeals procedure should be kept.

In some cases, the final appeal may rest with the awarding body.



## Internal appeals form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

internally assessed marks

the centre decision not to support an Enquiry About Results

the outcome of an Enquiry About Results

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

*Continue overleaf if necessary*

### Appeal against internally assessed marks

Appellant declaration:

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

### Appeal against the centre decision not to support an enquiry about results

Appellant declaration:

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

Signature:

Date of signature:

### Appeal against the outcome of an enquiry about results

Appellant declaration:

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:

**The appellant declaration against the relevant appeal must be signed, dated and returned to the EO, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.**

The internal appeals procedures for this centre have been produced to demonstrate compliance with the publications below.

**JCQ General Regulations for approved centres** <http://www.jcq.org.uk/exams-office/generalregulations>  
**Controlled Assessments, Coursework, non-examination assessments and Portfolios of Evidence**

5.7 The centre agrees to 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;

#### **Post-Results Services and Appeals**

**5.13 The centre agrees to** 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 recheck, a review of marking, a review of moderation or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

**JCQ Post-results services** <http://www.jcq.org.uk/exams-office/post-results-services>

#### **6.4 Submission of requests**

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.**

#### **7. Appeals**

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over appeals with centres and private candidates.**

The JCQ publication of Post-Results Services – Information and guidance to centres for examinations taken is published after the exam series. This supplementary document clarifies some key points associated with the post-results services and appeals.

Centres should also refer to awarding bodies' websites for further information as awarding bodies may offer additional post-results services.

**JCQ A guide to the awarding bodies' appeals processes** <http://www.jcq.org.uk/examsoffice/appeals>

Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

**Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.**

Further information can be obtained from:

**Appeal an exam result** <https://www.gov.uk/appeal-exam-result>

### 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>

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>

GCSE (A\* to G) qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-andrequirements>

GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-andrequirements>

Pre-reform GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-prereform-qualifications>