

Internal Appeals Policy

(Internal Assessments)

Introduction

Certain qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Reaseheath College and internally reviewed/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.

The moderation process conducted by the awarding body 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.

The qualifications delivered at Reaseheath College containing components of non-examination assessment/units of coursework are:

GCSE, GCE (L3 Maths, EPQ), BTEC, C&G Technicals, T Levels, Functional Skills, Entry Level Certificates & Diplomas.

Purpose of the procedure

The purpose of this procedure is to confirm the arrangements at Reaseheath College for dealing with candidate appeals relating to internal assessment decisions.

This procedure ensures compliance with JCQ regulations which state that centres must:

- have in place and be available for inspection, 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.

Principles relating to centre assessed marks

The head of centre/senior leader/exams manager at Reaseheath College will ensure that the following principles are in place in relation to marking the work of candidates:

- A commitment to ensuring that whenever teaching staff mark candidates' work, that this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

- All centre staff follow a robust Non-examination Assessment Policy (for the management of non-examination assessments). This policy details all procedures relating to non-examination assessments for relevant qualifications delivered in the centre, 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.
- A commitment to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.
- On being informed of their centre assessed mark(s), if candidates 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 the internal appeals procedure below to consider whether to request a review of the centre's marking Additional centre-specific principles:

Procedure for appealing internal assessment decisions (centre assessed marks)

The head of centre/senior leader/exams manager at Reaseheath College 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.
- 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 work submitted.
- Inform candidates that they may request copies of materials (generally as a minimum, a copy of the 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, promptly make them available to the candidate (for some marked assessment materials, such as artwork and recordings, inform the candidate that the originals will be shared under supervised conditions) within the period as specified (see **Deadlines** below).
- Provide candidates with sufficient time 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.
- Provide a clear deadline for candidates to submit a request for a review of the centre's marking and confirm understanding that requests must be made in writing and will not be accepted after this deadline (see **Deadlines** below).
- Require candidates to make requests for a review of centre marking by completing an Internal Appeals Form.
- Allow sufficient time for the review to be conducted, 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 (see **Deadlines** below).

- 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 for the component in question and has no personal interest in the outcome of the review.
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- Inform the candidate in writing of the outcome of the review of the centre's marking.
- Ensure the outcome of the review of the centre's marking is 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.
- Ensure a written record of the review is kept and made available to the awarding body upon request.
- Ensure the awarding body is informed if the centre does not accept the outcome of a review.

HOW TO SUBMIT AN APPEAL

1. Appeals procedure against internal assessment decisions

Reaseheath College is committed to ensuring that internal assessment is marked and administered fairly, consistently and in accordance with the awarding body specifications and subject-specific associated documents.

This is ensured by:

- Subject staff having the necessary and appropriate knowledge, understanding, skills and training in this activity.
- Subject staff authenticating candidates' work according to the requirements of the relevant awarding body.
- A process of internal moderation and standardisation led by nominated staff.

An appeal against internal assessment decisions can be made, based on the above not being fulfilled.

All appeals must follow the procedure detailed below.

Note – *appeals may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.*

1. Appeals should be made as early as possible and **at least two weeks before** the end of the last externally assessed paper in the examination series (e.g. the last GCSE written paper in the summer exam series).
2. Appeals should be made using the **internal appeals form** completed by the candidate (or parent/carer where appropriate).
3. The head of centre will appoint a member of the senior leadership team, who has no involvement in the assessment process for that subject to conduct the investigation.

4. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements as detailed in the awarding body specification(s) and/or subject-specific associated documents.
5. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to internal assessment procedures.
6. The outcome of the appeal will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity in procedures to light, the awarding body will be informed.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation may lead to mark changes. This process is outside the control of Reaseheath College and is not covered by this procedure.

2. Appeals procedure against centre decisions not to support an enquiry about results

Following the issue of results, the general qualification awarding bodies offer post-results services. Full details of these services, internal deadlines for requesting a service and fees charged will be provided by the Exams Manager.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers where appropriate) if there are reasonable grounds for believing there has been an error in marking.

If a query is raised about a particular examination result, the Exams Manager, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

When Reaseheath College does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or their parent/carer where appropriate) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the **internal appeals form** at least **one week prior to** the internal deadline for submitting an EAR.

3. Appeals procedure following the outcome of an enquiry about results

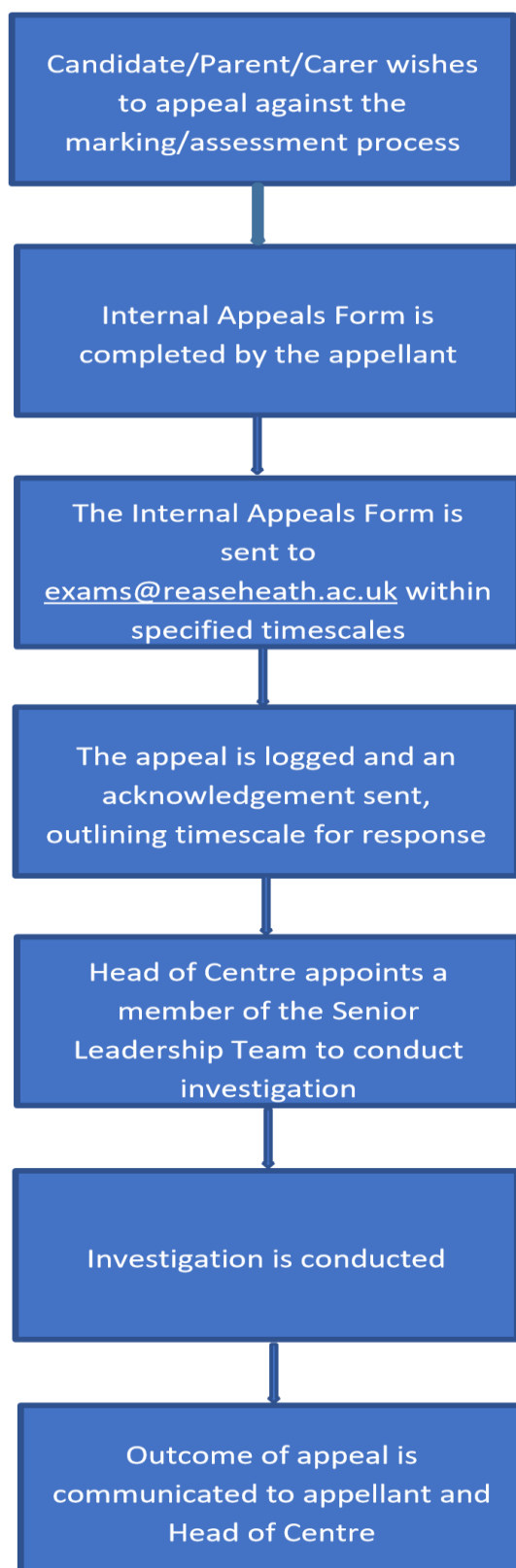
Where the head of centre remains dissatisfied after receiving the outcome of an EARs, an appeal will be made to the awarding body, following the guidance in the JCQ publications *Post-results services* <http://www.jcq.org.uk/exams-office/post-results-services> and *A guide to the awarding bodies' appeals 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 candidates and/or their parents/carers (where appropriate) are 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 centre's internal appeals arrangements. Candidates, 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 **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 14 calendar days. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on 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.

Flowchart Illustrating the Internal Appeals Procedure Process

The below flowchart shows each level of the process when an Internal Appeal is submitted:



Internal appeals form

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

Please tick to indicate what the appeal is against:

- ☐ an internal assessment decision ☐ the centre decision not to support an enquiry about results ☐ the outcome of an enquiry about results

Name of appellant		Candidate name <i>if different to appellant</i>	
Awarding body		Unit/module/exam paper code	
Subject		Unit/module/exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against an internal assessment decision

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 marking/assessment process not against the mark 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 exams@reaseheath.ac.uk, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

The internal appeals procedures for Reaseheath College have been produced to demonstrate compliance with the following:

JCQ General Regulations for approved centres <http://www.jcq.org.uk/exams-office/general-regulations>

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 check, a review of marking, a review of moderation or appeal.

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

4.4.5 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 a review of marking 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 a review of marking, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **As regards internal candidates, awarding bodies can only enter discussions over post-results services with centres. Awarding bodies will accept requests for post-results services directly from private candidates where the centre refuses to submit the request on the private candidate's behalf.**

5. 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. **In relation to internal candidates, awarding bodies can only enter discussions over appeals with centres. Awarding bodies will accept appeals directly from private candidates where the centre refuses to submit the appeal on the private candidate's behalf.**

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

48. Candidates, whether internal or private 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:

<https://www.jcq.org.uk/exams-office/non-examination-assessments>

<http://www.jcq.org.uk/exams-office/coursework> <https://www.gov.uk/appeal-exam-result>

<https://www.jcq.org.uk/exams-office/appeals>

Internal Appeals Policy (Internal Assessments)

Centre Name	Reaseheath College
Centre Number	40633
Date procedure first created	18/01/2024
Current procedure approved by	Tracey Duffy
Current procedure reviewed by	Sam Koring
Date of next review	31/10/2024

Key staff involved in the procedure

Role	Name
Head of Centre	Marcus Clinton
Senior leader(s)	Tracey Duffy
Exams officer	Sam Koring
Other staff (if applicable)	

This procedure is reviewed and updated annually to ensure that appeals against internal assessment decisions (centre assessed marks) at Reaseheath College are managed in accordance with current requirements and regulations in the JCQ publications **General Regulations for Approved Centres** (GR 5.7), **Instructions for conducting non-examination assessments** (ICNEA 6.1).

This procedure is also informed by the JCQ publications **Reviews of marking (centre assessed marks) suggested template for centres** and **Notice to Centres - Informing candidates of their centre assessed marks**.