

# St Matthew Academy

## INTERNAL APPEALS (EXAMS)

### Policy

*Our motto is 'Let your light shine'. It is taken from St Matthew's Gospel and captures our belief in the uniqueness of each individual.  
Our aim is to ensure that the talents and strengths of each pupil are encouraged, developed and celebrated*

Successful, confident learners

High expectations, outstanding achievements

Inclusive, caring, Catholic community

Nurturing talent, cultivating ambition

Excellence for all

|                         |                    |
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| <b>Date of Approval</b> | <b>Autumn 2019</b> |
| <b>Review Date</b>      | <b>Autumn 2020</b> |

## **Internally assessed marks appeal (GCSE/ Level 2 qualification coursework and GCSE non- examination assessments)**

### **1. Purpose of policy**

In accordance with the Code of Practice for the conduct of external qualifications, St Matthew Academy School is committed to ensuring that:

- Internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills.
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject.
- The consistency of internal assessment is assured through internal standardisation as set out by the Awarding Bodies.
- Staff responsible for internal standardisation and/or assessment attend any compulsory training sessions.
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St Matthew Academy 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.

St Matthew Academy 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.

If a candidate believes this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

### **2. Appeals procedure**

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

This procedure confirms St Matthew Academy's compliance with JCQ's General Regulations for Approved Centres 2019-20, section 5.7 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

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

Each Awarding Body publishes procedures for appeals against its decisions, and the Examinations Officer will be able to advise students and parents/carers of these procedures.

Appeals may be made to the school regarding the *procedures* used in internal assessment, but *not the actual marks or grades* submitted by the school for moderation by the Awarding Body.

A student or parent/carer wishing to appeal against the procedures used in internal assessments should

contact the Examinations Officer as soon as possible to discuss the appeal and a written appeal must be received by the school at least *two weeks before the date of the last external exam in the subject*.

On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Examinations Officer and a member of the Senior Leadership Team. This enquiry will consider whether the procedures used in the internal assessment conform to the published requirements of the Awarding Body.

The appellant will be informed in writing of the outcome of the appeal, including details of any relevant communication with the Awarding Body and of any steps taken to further protect the interests of the candidate.

NB. An appeal may only be made against the assessment process, and not against the mark to be submitted to the awarding body.

- Appeals should be made as early as possible to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.
- Appeals MUST be made in writing.
- The head of centre will appoint a senior member of staff, eg an Assistant Head Teacher or a Deputy Head Teacher, to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
- The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the awarding body's specification and subject-specific associated documents.
- 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.
- 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 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 process may lead to mark changes. This process is outside the control of St Matthew Academy and is not covered by this procedure.
- If the Academy decides not to support an enquiry about results request (EARs) and the candidate does not agree with this decision, then in the first instance a meeting will be held between the candidate, the candidate's parent(s) or guardian(s), the head of the subject concerned and the member of SLT dealing with the candidate's appeal. At this meeting, all relevant factors will be considered and a full explanation will be given as to why the school stands by the assessment/grade given. The candidate and/or their parent(s)/guardian(s) will also be given the opportunity to express their views. If the candidate and/or their parent(s)/guardian(s) still wish to pursue an appeal, against the advice of the school, then as long as it cannot have a negative effect on any other candidate's grade, the parent/guardian should be given the opportunity to fund the appeal themselves, as long as they are aware of the possibility that the candidate's mark may go down as well as up.

#### **JCQ General Regulations for further information**

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

<http://www.jcq.org.uk/examination-system/the-appeals-process>

**Key guidelines:**

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.

- St Matthew Academy 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.
- St Matthew Academy 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.

**Statement for Pupils:**

If at any stage during your exam courses you have concerns about the procedures used in assessing your internally marked work for public exams (e.g. coursework / portfolio / projects / controlled assessments) you should see the Examinations Officer as soon as possible. You cannot question the actual marks awarded by the school and submitted for moderation by the Board.

You must apply in writing to the Examinations Officer at the school at least two weeks before the date of the last external exam in the subject.

The enquiry (which will be into whether the procedures used conform to the published requirements of the Board) will be carried out by the Examinations Officer and a member of the Senior Leadership Team.

The findings will be binding, and the candidate will be provided with a written report of the investigation including details of any relevant communication with the Examination Board and of any steps taken to further protect the interests of the candidates.

- St Matthew Academy will, having received a request for copies of materials, promptly make them available to the candidate within 7 working days.
- St Matthew Academy will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
- St Matthew Academy 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 7 days of receiving copies of the requested materials – complete the internal appeals form.
- St Matthew Academy will allow 7 working 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
- St Matthew Academy will 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 and has no personal interest in the review.
- St Matthew Academy will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- 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 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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

### **When a centre decision is made not to support a clerical check, a review of marking or review of moderation**

This procedure confirms St Matthew's compliance with JCQ's *General Regulations for Approved Centres 2019-20, 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 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. If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

*Reviews of Results (RoRs)* 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
- Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a 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 a review.

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. The candidate will be informed of the outcome of his/her appeal before the internal deadline for submitting a 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* 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 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*. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form (See Appendix 1 )** should be completed and submitted to the centre within 3 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 receiving the 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.

A log of all complaints/appeals should be completed on the Complaints and appeals log (See Appendix 2)

|  |                     |  |
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| Appendix 1   |                     |  |
| <b>Internal appeals form</b>   | 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 check, a review of marking, a review of moderation or an appeal

|                          |  |   |  |
|--------------------------|--|---|--|
| <b>Name of appellant</b> |  | <b>Candidate name<br/>If different to appellant</b> |  |
| Awarding body            |  | Exam paper code                                     |  |
| Subject                  |  | Exam paper title                                    |  |

Please state the grounds for your appeal below

*(If applicable, tick below)*

Where my appeal is against an internal assessment decision I wish to request a review of the centre’s marking

*If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed*

Appellant signature:

Date of signature:

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

Appendix 2

**Complaints and appeals log**

| Ref No. | Date received | Complaint or Appeal | Outcome | Outcome date |
|---------|---------------|---------------------|---------|--------------|
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