Examinations: Internal Appeals Policy

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This policy applies to internal assessment decisions of work relating to external qualifications.

Appeals may be made to the school regarding the procedures used in internal assessment, and the marks issued by the centre

In accordance with the JCQ Code of Practice for the conduct of external qualifications, we are committed to ensuring that:

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

Any concerns about the procedures used in assessing internally marked work for external qualifications (e.g. coursework/controlled assessment/portfolio/projects), should initially be raised with the teacher concerned, and/or the relevant Head of Department. It is hoped that this will resolve the issue. If the disagreement cannot be resolved by discussion between the teacher and the candidate concerned then the candidate may appeal to the Examinations Officer, who will put into action the agreed appeals process set out below. It is expected that it will be used only in exceptional circumstances.

What is the correct procedure for a candidate requesting a review of the centre's mark?

Any review must be undertaken before marks are submitted to the awarding body. Sufficient time must be given to candidates in order to allow them to review copies of material, as necessary, and reach a decision. The centre must also allow sufficient time 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. The review must be 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. The reviewer must ensure that the candidate's mark is consistent with the standard set by the centre.
Centres must also make it clear to candidates that any centre assessed marks are subject to change through the moderation process.

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Written Appeals Procedure

The Examinations Officer is in overall charge of managing appeals relating to internal assessments. In the first instance a pupil or parent wishing to appeal against the procedures used in internal assessments should contact the Exams Officer as soon as possible to discuss the appeal, and a written appeal must be received by the school before the end of the exam season in question. Each awarding body publishes procedures for appeals against its decisions, and these can be found on their websites. The Examinations Officer will be able to advise pupils and parents of these procedures.

If a student wishes to appeal about the internal assessment process then the following procedures should be followed:

- The appeal should be made in writing to the Examinations Officer stating the details of the complaint and the reasons for the appeal.
- The appeal must be submitted by 31st May in the year that the work was assessed.
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- The teacher(s) concerned in the marking of the assessment which is the subject of the appeal will respond to the appeal in writing to the Examinations Officer and a copy given to the candidate. The response will include
- details of any relevant communication with the Awarding Body and of any steps taken to further protect the
- interests of the candidates.
- If the candidate is not satisfied with the written response they have received then they can request a personal hearing before an appeals panel. The request for a personal hearing must be made within two days of receipt of the written reply to the initial appeal.

Appeals Panel

The appeals panel will consist of the Examinations Officer and two members of the Senior Leadership Team

- The candidate will be given at least two days notice of the hearing date.
- The candidate may bring a parent/guardian to the hearing.
- The teacher(s) involved will be present at the hearing.
- The Examinations Officer will convey the outcome of an appeal and the reasons for that outcome in writing to the candidate.
- The School will maintain a written record of all appeals.

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- The School will inform the Awarding Body of any change to an internally assessed mark as a result of an appeal.

*** To access the JCQ post service results, and appeals processes please click on the link:
A guide to the awarding organisations' appeals processes – Joint Council for Qualifications***

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