

South Cumbria Pupil Referral Service



TITLE: INTERNAL APPEALS PROCEEDURE

ISSUE 7
DATE Oct 2019

RECORD OF ISSUE

ISSUE	DATE	NEXT REVIEW DATE	SUMMARY
7	Oct 2019	Oct 2020	Policy Review
6	Sept 2018	Oct 2019	Policy Review and Update
5	Sept 2017	Sept 2018	Policy included in the complaints and Appeals Annual Review
4	Sept 2016	Sept 2017	
3	May 2016	Sept 2016	Policy reviewed by Exams Officer in line with guidance from Awarding Bodies
2	Jan 2014	Sept 2014	Policy reviewed by Exams Officer in line with guidance from Awarding Bodies
1	Sept 2012	Sept 2013	Policy written in line with guidance from examinations boards

DOCUMENT CONTROL

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South Cumbria Pupil Referral Service is committed to ensuring that whenever their staff assess students' work for external qualification, this is done fairly, consistently and in accordance with the specification for the qualification concerned.

Assessments are conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. The centre is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject. Where a set of work is divided between staff, internal moderation and standardisation will ensure consistency.

South Cumbria Pupil Referral Service 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 processes which relevant teaching staff are required to follow.

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.

Note that appeals may only be made against the process that led to the assessment and not against the mark or grade submitted by the centre for moderation by the awarding body.

1. South Cumbria Pupil Referral Service 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. South Cumbria Pupil Referral Service 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. South Cumbria Pupil Referral Service will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
4. The Internal appeals form (appendix 1) should be completed when a student wishes to have their marks reviewed.
5. South Cumbria Pupil Referral Service 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.
6. South Cumbria Pupil Referral Service will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the Centre.
7. The purpose of the review will be to decide whether the process used for the internal assessment conformed to the awarding body's specification and subject-specific associated documents.
8. The appellant will be informed in writing of the outcome of the review, including any relevant correspondence with the awarding body and any changes made to the procedure relating to internal assessment.

request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

After work has been assessed internally, it is moderated by the awarding body to ensure consistency between centres. Such moderation frequently changes the marks awarded for internally assessed work. That is outside the control of South Cumbria Pupil Referral Service and is not covered by this procedure.

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 South Cumbria Pupil Referral Service's compliance with JCQ's General Regulations for Approved Centres 2018-2019, section 5.13 that the Centre has in place "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 an appeal..." Following the issue of results, awarding bodies make post-results services available.

Candidates are 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 in writing.

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. Reviews of results (RoRs) offers three services.

- Service 1 – clerical re-check
- 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 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, 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 an enquiry, an internal appeal can be submitted to the Centre by completing the internal appeals form at least 7 school days prior to the internal deadline for submitting an RoR.

The appellant will be informed of the outcome of his/her appeal 3 days prior to 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 should be completed and submitted to the Centre within 5 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 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.

Internal appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

- 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

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

(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:
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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

