

INTERNAL APPEALS POLICY & PROCEDURES

Audience	Staff, students, parents/guardians
Review cycle	2 years
Current review	November 2018
Next review	November 2020
Review committee	Curriculum Management
Staff lead	Deputy Principal

Contents

Appeals procedure against internally assessed marks – this refers to coursework and/or NEA's (non examined assessment)

Appeals procedure following the outcome of an enquiry about results (Post Results Services-external exams)

Compliance information

Internal appeals form (Appendix)

Esher College is committed to ensuring that whenever its staff mark students' work this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject-specific associated documents.

Students' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. **Esher College** is committed to ensuring that work produced by students is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking students' work, internal standardisation and moderation will ensure consistency of marking.

If a student believes that this may not have happened in relation to his/her work, or they believe that the markscheme may not have been applied appropriately, he/she may make use of the following appeals procedures.

For appeals against the assessment process*

1. Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body. Dates can be confirmed by the Examinations Officer.
2. Appeals must be made in writing, using the **internal appeals form**, to the Deputy Principal who will manage the appeal process.
3. If the Head of Department for the subject being appealed was directly involved in the assessment in question, the appropriate Divisional Director will appoint a senior member of staff to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
4. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the awarding body's specification and subject-specific associated documents.
5. The student will be informed in writing of the outcome of the investigation and appeal, including any relevant correspondence with the awarding body, and any changes made to the assessment in question and/or college internal assessment procedures.
6. The outcome of the appeal will be made known to the Deputy Principal and Principal and will be logged by the Examination Officer. 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.

For an appeal against the mark awarded**

1. An appeal must be made within the timescales set out in the Review of Marking process document. This can be found in the '**Centre review of marks process and timescales 2018**' document on the exams section of the College portal.
2. Appeals must be made in writing using the **internal appeals form** at the end of this document and sent to **internalappeals@esher.ac.uk**. The appeal will then be sent to the relevant Head of Department who will investigate the appeal following JCQ guidelines.

3. The purpose of the appeal will be to determine whether the mark scheme has been applied appropriately, not to perform a full re-mark.
4. The student will be informed in writing of the outcome of the appeal prior to their mark being sent to the examination board.
5. The outcome of the appeal will be logged and be made known to the Deputy Principal and Principal.

After students' work has been internally assessed and marks submitted to the examination board, it is moderated by the awarding body to ensure consistency in marking between centres. This moderation may lead to mark changes. This process is outside the control of **Esher College** and is not covered by this procedure.

Appeals procedure following the outcome of an enquiry about results (Post Results Services – external exams)

Where the student is not satisfied after receiving the outcome of a results review of marking enquiry, they may make a further representation to the principal. Following this, the principal's decision as to whether to proceed with an appeal will be based upon whether there are sufficient grounds to do so, following the guidance in the JCQ publications *Post-results services; information and guidance to centres* and *A guide to the awarding bodies' appeals processes* - these are available on the jcq website www.jcq.org.

Awarding bodies will not accept direct representations from candidates or parents/carers.

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 principal's decision, this will allow the college 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 student/parent/carer on submission of 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. Details of costs can be obtained from the Examination Officer.

- 1 The student will be informed in writing of the principal's decision regarding the submission of an appeal.
- 2 If an appeal is made, the student will be informed in writing of the appeal process, including any relevant correspondence with the awarding body. A written record will be kept and the principal informed of any awarding body decisions regarding the appeal process and its outcomes.
- 3 The outcome of an appeal will be communicated to the student in writing by the examinations officer.

Compliance

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

Controlled Assessments, Coursework and Portfolios of Evidence

5.8. 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 made widely available and accessible to all candidates; (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>

Post-Results Services and Appeals

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

Summer 2016, JCQ [Notice to Centres – Post-Results Services and Appeals](#) supplementary document clarifying key points associated with the reform of post results services and appeals.

Ofqual has announced that the Code of Practice in relation to GCE AS, A-level and GCSE qualifications will be withdrawn in August 2016, being replaced by Qualification Level Conditions. Centres may, however, continue to refer to the Code of Practice for the awarding bodies' provision of post-results services and appeals, June 2016 examination series.

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



INTERNAL APPEALS FORM

Please tick one of the following boxes to indicate what the appeal is against.

- internally assessed marks - the assessment process*
- internally assessed marks – the mark awarded**
- the outcome of an enquiry about results

Student name	
Student ID	
Subject	
Exam/Assessment code	
Exam/Assessment title	

Please state **in full** the grounds for your appeal here :

Continue overleaf if necessary

Appeal against internally assessed marks

Student declaration

I confirm 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 be made either against the assessment process or against the mark to be submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results

Student declaration

I confirm 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.

Signature:

Date of signature: