



Internal appeals procedure

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Epsom College and standardized. 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.

This procedure confirms Epsom College's compliance with JCQ's *General Regulations for Approved Centres 2020-2021*, 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."*

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

Epsom College ensures that all staff 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.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Epsom College 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.

On being informed of their 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 the appeals procedure below to consider whether to request a review of Epsom College's marking.

Epsom College will

1. ensure that candidates are informed of their assessed marks so that they may request a review of Epsom College's marking before marks are submitted to the awarding body
2. 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 their work in meeting the published assessment criteria
3. inform candidates that they may request copies of materials (for example, as a minimum, a copy of their 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 Epsom College's marking of the assessment
4. having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that these will be shared under supervised conditions) within three calendar days
5. inform candidates they will not be allowed access to original assessment material unless supervised
6. provide candidates with sufficient time in order 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
7. provide a clear deadline for candidates to submit a request for a review of Epsom College's marking. Requests will not be accepted after this deadline. Requests must be made in writing within five calendar days of receiving copies of the requested materials by completing the **internal appeals form** and submitting it to the Director of Examinations
8. allow five calendar 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 deadline
9. 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
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by Epsom College
11. inform the candidate in writing of the outcome of the review of Epsom College's marking

The outcome of the review of Epsom College's marking will be made known to the Headmaster who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request. The awarding body will be informed if Epsom College does not accept the outcome of a review

The moderation process carried out by the awarding bodies 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 Epsom College, whereas moderation by the awarding body ensures that Epsom College marking is line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

Appeals procedure against centre decisions not to support a clerical check, a review of marking, a review of moderation or an appeal

This procedure confirms Epsom College's compliance with JCQ's *General Regulations for Approved Centres 2020-2021*, 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 in advance of publishing results.

Candidates are also informed of the arrangements for post-results services and the availability of senior members of Epsom College staff immediately after the publication of results, **before** they sit any exams by the Epsom College Public Examinations Handbook and in verbal briefings.

If Epsom College or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are:

Reviews of Results (RoRs):

- ▶ 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.
- ▶ Priority Service 2 – review of marking. (This service is only available for externally assessed components of GCE A-level specifications. Individual awarding bodies may also offer this priority service for other qualifications.)
- ▶ Service 3 – review of moderation. (This service is not available to an individual candidate.)

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking.
- Copies of scripts to support teaching and learning.

Where a concern is expressed that a particular result may not be accurate, Epsom College staff (usually the Head of Department) will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if Epsom College supports any concerns.

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 (including priority service 2). Consent is required to confirm the candidate

understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same result as originally awarded. Candidate consent can only be collected after the publication of results.

All RoR services are paid for by the candidate. Requests for RoRs are always accommodated.

For any moderated components that contribute to the final result Epsom College will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if Epsom College's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are grounds to submit a request for a review of moderation for the work of all candidates in the original sample

Following the RoR outcome, an external appeals process is available if the head of centre (Headmaster) 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 (Headmaster) 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 (Headmaster). Following this, the head of centre (Headmaster)'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 Director of Examinations within five days of the notification of the outcome of the RoR. Subject to the head of centre (Headmaster)'s decision, this will allow Epsom College 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 Epsom College by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams office). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by Epsom College.

Internal appeals form

This form should be completed in all cases to lodge an appeal against an internal assessment decision and a request for a review of marking

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

Please state the grounds for your appeal below:

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated and returned to the Director of Examinations, on behalf of the Headmaster, to the timescale indicated in the internal appeals procedure.

Further guidance to inform and implement appeals procedures

JCQ publications

- ▶ *General Regulations for Approved Centres*
<https://www.jcq.org.uk/exams-office/general-regulations>
- ▶ *Post-Results Services*
<https://www.jcq.org.uk/exams-office/post-results-services>
- ▶ *JCQ Appeals Booklet*
<https://www.jcq.org.uk/exams-office/appeals>
- ▶ *Notice to Centres – informing candidates of their centre assessed marks* <https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual publications

- ▶ *GCSE (9 to 1) qualification-level conditions and requirements*
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- ▶ *GCE qualification-level conditions and requirements* <https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>