



## Internal Appeals Procedures 2019/2020

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| Approved/reviewed by   | Assistant Headteacher Mr A Kerwood  |
| Date of next review  | November 2020   |
| Key staff involved in internal appeals procedures                                    | Head of Centre Mr M Longden<br>SLT members Mr A Kerwood<br>Exams Officer Mrs J Bell |
| These procedures are reviewed annually to ensure compliance with current regulations |   |

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

This procedure confirms that The Toynbee School compliance with JCQ's General Regulations for Approved Centres 2019-2020, section 5.7 that the centre has in place 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 and that a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body.

Certain components of GCSE qualifications (GCSE controlled assessments and GCSE non-examined assessments) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

### Deadlines for the submission of marks (Summer 2020 exam series)

| Date       | Qualification | Details  |
|------------|---------------|--|
| 05/05/2020 | GCSE          | Final date for submission of coursework marks (WJEC)   |
| 07/05/2020 | GCSE          | Final date for submission of coursework marks (AQA for Dance, Drama, D&T, Languages, Music & PE) |

The Toynbee 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.

The Toynbee School ensures that all centre staff follow a robust Non-examination assessment policy (for the management of GCSE non-examination assessments, including the marking and quality assurance process 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. The Toynbee 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.

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.



1. The Toynbee School 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. The Toynbee School 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 other associated subject-specific documents**) to assist them in considering whether to request a review of the centre's marking of the assessment.
3. The Toynbee School will, having received a request for copies of materials, promptly make them available to the candidate **within 5 calendar days**.
4. The Toynbee School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of marking **must** be made in writing **within 5 calendar days of receiving copies of the requested materials by completing the internals appeals form and handing it to Mr Andy Kerwood, Assistant Headteacher (page of this document)**.
6. The Toynbee School will allow **7 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.
7. The Toynbee School 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.
8. The Toynbee School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The candidate will be informed in writing of the outcome of the review of the centre's marking.
10. The outcome of the review of the centre's marking will be made know to the head of the 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 review of the centre's marking bring any irregularity in procedure to light, the awarding body will be informed immediately.

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 The Toynbee School 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 that The Toynbee School compliance with the JCQ's General Regulations for Approved Centres 2012-2020, 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. Students are informed of the post results fees, deadlines and how to proceed with this request on results day.

The centre may place this information on the school website or give out on request by the pupil.

If a 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.

Enquiries about results (EARs) offer 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 EAR 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, candidates are first advised to speak to their subject teacher/head of department with regards to possibly requesting a review of marking. The subject teacher/head of department will investigate the feasibility of requesting an enquiry supported by the centre. However, the final decision is to be made by the candidate/parent and a consent form or written request must be received before this can be requested.

Where the centre does not uphold a request from a candidate, the school will proceed with the candidates EAR request once the consent form and full payment has been received.

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 **in writing to the Headteacher** by completing the **internal appeals form** at least **14 calendar days prior to the internal deadline for submitting an EAR**.

The appellant will be informed of the outcome of his/her appeal within **7 calendar days prior to the internal deadline for submitting an EAR**.

Following the EAR 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 EAR 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 **internals appeals form** should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the EAR. 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<br>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 centre's marking  
If necessary, continue on an additional page if this form is being completed electronically or overleaf of 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 the centre to the timescale indicated in the relevant appeals procedure



## Complaints and appeals log

On receipt, all appeals will be assigned a reference number and logged

The outcome of any reviews of the centre's marking 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 review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

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