



ACORN HOUSE COLLEGE

Appeals Procedure for External Qualification

Last Reviewed/Updated: April 2018
Next Review/Update: September 2018

1 Introduction

The Acorn House College Appeals Procedure for External Qualifications comes in two parts:

1. Appeals against internal assessment decisions (centre assessed marks)
2. Procedure on External Assessments for External Qualifications & Controlled Assessments (Enquiries about Results)

2 Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Acorn House College's compliance with JCQ's General Regulations for Approved Centres 2017-2018, section 5.8 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 the centre "must inform candidates of their centre assessed marks as 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 and GCE (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) and other qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the centre. 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 2018 exam series)

Date	Qualification	Details
15/05/2018	GCSE	Final date for submission of coursework marks (AQA, OCR, Pearson and WJEC)
15/05/2018	GCE	Final date for submission of coursework marks (AQA, OCR, Pearson and WJEC)

Acorn House College is committed to ensuring that internal assessments are carried out by members of the teaching staff who have the appropriate knowledge, understanding and skills and who have been trained in this area.

Assessment evidence provided by candidates is produced and authenticated according to the requirements of the awarding body for the subject concerned.

The consistency of internal assessment will be maintained by internal moderation and standardisation.

All student work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and the regulations of the specification relevant to that qualification.

Should a student have concerns about the processes and procedures which are applied in internally assessing their work for a public examination, for example, coursework or portfolios, then the student should discuss these with the relevant Head of Department as soon as possible. If there are still concerns remaining after this discussion, then the student must follow the official written appeals procedure which is detailed below.

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 the student should discuss these with the relevant Head of Department as soon as possible. If there are still concerns remaining after this discussion, then the student must follow the official written appeals procedure which is detailed below.

1. Acorn House College 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. The grounds for appeal relate firstly to dispute when a candidate disagrees with the college's procedures used in arriving at internal assessment decisions or the production of externally assessed work and **do not apply to the marks themselves**. Secondly, to disputes when a candidate disagrees with college's decision not to support an enquiry about results or an appeal and **do not apply to the marks themselves**.
2. Acorn House College will inform candidates that they may request copies of materials, not originals (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. Acorn House College will, having received a request for copies of materials, promptly make them available to the candidate.
4. Acorn House College will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Acorn House College will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests must be made in writing, by completing the **Internal Appeals Form** (please see appendix one).
6. On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Examinations Officer, a member of the Senior Management Team and a Head of Department not involved in the internal assessment decision. This enquiry will consider

whether the procedures that were used in the internal assessment conformed to the published requirements of the Awarding Bodies and the ACCAC Code of Practice.

7. Acorn House College will 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.
8. Acorn House College 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.
9. Acorn House College will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
10. Acorn House College will inform the candidate in writing of the outcome of the review of the centre's marking.
11. The outcome of the review of the centre's marking will be made known to the head of centre. A written record of the review will be kept and made available to the awarding body upon request.

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 the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

3 Procedure on External Assessments & Controlled Assessments for External Qualifications (Enquiries about Result - EAR)

3.1 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 Acorn House College's compliance with JCQ's General Regulations for Approved Centres 2017-2018, section 5.14 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. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

Candidates are also 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 through assemblies, the student handbook and on the school's website.

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.

Enquiries about results (EARs) 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 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, the exams officer, teaching staff and head teacher will investigate the feasibility of requesting an enquiry supported by the centre.

Where the Centre not be willing to process an appeal to the awarding body for a student, then the student will be informed as to why this decision was made.

1. 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 Head of Centre by completing the **internal appeals form**, signed and dated and include a daytime contact number, no later than 5 working days before the published deadline for EAR.
2. The result of this appeal will be communicated by telephone or if this is not possible, then by 1st class post.

Any student (or parent or guardian who wants to appeal on their behalf) who wishes to query a mark or grade that has been awarded by an awarding body on receipt of the result should follow the procedure as described below:

1. Contact your relevant subject teacher in order to discuss the concern with him or her. The teacher will advise on the subject of a remark and use their knowledge of the student concerned and their performance to date to estimate whether the request for a remark would be a justified and constructive one.
2. The student will also be made aware by that teacher that a mark may decrease as well as increase which may result in the overall grade being lowered. The student themselves must decide that they are willing to continue bearing these circumstances in mind.
3. Students must then collect a Request to Board for Examination Papers (RBEP) form from Reception.
4. The student must complete the RBEP form and sign and date to give their consent. This must be accompanied by payment to cover the cost of the required re-mark services. RBEP forms will not be accepted without payment. The RBEP form and payment must be taken to the Administration Office and handed to the Examinations Officer on or before the date stated on the Request to Board for Examination Papers Services list which is also available from Reception. If the grade is changed following the appeal, then the fee will be refunded to the student.
5. Outcomes of appeals to the awarding body will be communicated by the Examinations Officer as soon as they are received. Students will be notified that they are ready for collection by telephone and on the whiteboard in Reception.
6. 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.

7. 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, an external appeals process is available 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.
8. The **Internal Appeals Form** should be completed and submitted to the centre within 3 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 working 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.

4 Further guidance to inform and implement appeals procedures

JCQ

- 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 - Reviews of marking (centre assessed marks)
<https://www.jcq.org.uk/exams-office/controlled-assessments>
<https://www.jcq.org.uk/exams-office/coursework>
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Notice to Centres – informing candidates of their centre assessed marks
<https://www.jcq.org.uk/exams-office/nonexamination-assessments>

Ofqual

- GCSE (9 to 1) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCSE (A* to G) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>
- GCE qualification-level conditions and requirements <https://www.gov.uk/government/publications/gce-qualificationlevel-conditions-and-requirements>
- Pre-reform GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcequalification-level-conditions-for-pre-reform-qualifications>

Notes

1. A copy of this policy will be kept in the Examination Office at all times
2. A copy of this policy may be made available to students, parents or any other individual who has a valid requirement upon request.
3. This policy will be reviewed and revised yearly, or as necessarily.

Appendix 1: Internal Appeals Form

Internal Appeals Form

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

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- 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:

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