
Internal Appeals Procedures

This procedure is reviewed annually to ensure compliance with current regulations

Reviewed by	Signature
Exams Officer	

Review date	
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Date of next review	
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Appeals procedure against internally assessed marks

Focus School – Cambridge Campus is committed to ensuring that whenever its staff mark (internally assess) candidates' controlled assessment/coursework/non-examination assessments this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

This is ensured by:

- subject staff having the necessary and appropriate knowledge, understanding, skills, and training in this activity
- subject staff authenticating candidates work according to the requirements of the relevant awarding body
- a process of internal moderation and standardisation led by nominated staff to ensure consistency of marking

If a candidate believes that the above may not have happened in the marking of his/her work, an appeal can be made against the **internally assessed mark** using the appeals procedure below.

It should be noted that an appeal may only be made against the assessment (marking) process and not against the mark to be submitted by the centre to the awarding body.

1. Appeals should be made as early as possible and **at least two weeks before the marks submission deadline** in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.
2. Appeals must be made using the **internal appeals form** completed by the candidate (or parent/carer). The completed form should be returned to the exams officer.
3. The head of centre will appoint a member of the senior leadership team, who has had no involvement in the assessment process for that subject to conduct the investigation.
4. The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the published requirements as detailed in the awarding body specification(s) and subject-specific associated documents.
5. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to internal assessment procedures.
6. The outcome of the appeal 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 appeal bring any irregularity in procedures to light, the awarding body will be informed.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation may lead to mark changes. This process is outside the control of **Focus School – Cambridge Campus** and is not covered by this procedure.

Appeals procedure against the centre decision not to support an enquiry about results

Following the issue of results, the general qualification awarding bodies offer post-results services. Full details of these services, internal deadlines for requesting a service and fees charged will be provided by the exams officer.

The service, enquiries about results (EARs), may be requested by centre staff and candidates* (or their parents/carers) if there are reasonable grounds for believing there has been an error in marking.

If a query is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

When Focus School – Cambridge Campus does not uphold a request from a candidate (or his/her parent/carer), the candidate may pay the appropriate fee, 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 appeal can be submitted to the centre using the internal appeals form at least one week prior to the internal deadline for submitting an EAR.

Appeals procedure following the outcome of an enquiry about results

Where the head of centre remains dissatisfied after receiving the outcome of an EAR, an appeal will be made to the awarding body, following the guidance in the JCQ publications *Post-results services* and *A guide to the awarding bodies' appeals processes*.

Where the head of centre is satisfied after receiving the outcome of an EAR, but the candidate (or his/her parent/carer) is not satisfied, he/she may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. 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 10 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 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 appellant 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.

*Candidates as referred to in these procedures, relate to those enrolled at the centre (internal candidates). Private (external) candidates should apply directly to the awarding body in relation to EARs and appeals.

Internal appeals form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- internally assessed marks**
- the centre decision not to support an enquiry about results**
- the outcome of an enquiry about results**

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:

Continue overleaf if necessary

Appeal against internally assessed marks

Appellant declaration

By signing here, I am confirming 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 only be made against the assessment process and not against the mark to be submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

Appeal against the centre decision not to support an enquiry about results

Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre’s decision.

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results

Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body’s procedures or the application of the post-result services procedures. I also understand that appeals do not generally involve further reviews of marking candidates’ work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated and returned to the exams officer, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

Further information

The internal appeals procedures for **Focus School – Cambridge Campus** have been produced to demonstrate compliance with the following publications.

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

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.)

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 enquiry about results or 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 Post-results services

<http://www.jcq.org.uk/exams-office/post-results-services>

6.4 Submission of requests

Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure must be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.

7. Appeals

Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure must be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over appeals with centres and private candidates.

However in summer 2016, JCQ issued the following information in their *Notice to Centres – Post-Results Services and Appeals* <http://www.jcq.org.uk/exams-office/post-results-services>

The JCQ publication *Post-Results Services – Information and guidance to centres for examinations taken in June 2016 and November 2016* sets out common arrangements. Although the published information remains valid for the June 2016 examination series, this supplementary document clarifies some key points associated with the reform of post-results services and appeals.

Centres should also refer to awarding bodies' websites for further information as awarding bodies may offer additional post-results services.

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

12. Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

Ofqual GCSE, GCE, Principal Learning and Project Code of Practice
<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

- 9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place:
- i a procedure for candidates or their carers to request access to the enquiry and appeals system
 - ii a procedure for lodging enquiries about results in cases where the centre supports an enquiry lodged by a candidate or carer
 - iii a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.

Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.

- 9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

However in summer 2016, JCQ issued the following information in the *Notice to Centres – Post-Results Services and Appeals* <http://www.jcq.org.uk/exams-office/post-results-services>

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. Arrangements for the awarding bodies' provision of post-results services and appeals, November 2016 examination series, may be subject to change. Centres will be notified of any changes in due course.

Further information can be obtained from:

Appeal an exam result <https://www.gov.uk/appeal-exam-result>

The Appeals Process <http://www.jcq.org.uk/examination-system/the-appeals-process>