



Lady Margaret School

Internal Appeals Procedure (EXAMS)

2022/2023

Edition: February 2023

Review Date: February 2024

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Lady Margaret School Internal Appeals Procedure (EXAMS)

This procedure confirms Lady Margaret School compliance with JCQ's **General Regulations for Approved Centres** (section 5.8) that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

Non Examined Assessment (NEA)

Appeals may be made to the School regarding the procedures used in internal assessment, but not against the actual marks or grades submitted by the School for moderation to an Awarding Body

Lady Margaret 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. Please also see appendix 5 of the Examinations Policy, NEA Risk Management Process.

Lady Margaret Schools ensures that all centre staff follow a robust *Non-examination Assessment Policy* (for the management of A Level and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments for GCE, GCSE and Project qualifications, including the marking and quality assurance/internal standardisation 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. Lady Margaret School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher is 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 her work, or that the assessor has not properly applied the marking standards to her marking, then she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

Lady Margaret 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.
- Inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed marks as a review will only focus on the quality of their work in meeting the published assessment criteria
- Inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria) to assist them in considering whether to request a review of the centre's marking of the assessment.
- Having received a request for copies of materials, promptly make them available to the candidate. This will either be the originals viewed under supervised conditions or copies.
- Inform candidates they will not be allowed access to original assessment material unless supervised.

- 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.
- Provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests **must** be made in writing and candidates **must** explain on what grounds they wish to request a review. Candidates must complete the internal appeals form.
- 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 for the submission of marks.
- Ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review.
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- Will inform the candidate in writing of the outcome of the review of the centre's marking.

The outcome of the review of the centre's marking will be made known to the head of centre 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 the centre 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 the centre, whereas moderation by the awarding body ensures that the 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. This process is outside the control of Lady Margaret School.

Appeals relating to centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

(JCQ's General Regulations for Approved Centres, Section 5.13)

This procedure confirms Lady Margaret School's compliance with JCQ's **General Regulations for Approved Centres** (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 an online application for 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. Candidates will need to complete the appropriate consent form (A Level/GCSE) to request a review of results. Full payment of the review is required before any review of results is processed. Candidates will be made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware/informed by email and all this information will also be available on our website.

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Option 1 – Review of marking
- Option 2 – Priority review of marking - This service is only available for externally assessed components of A Level specifications
- Option 3 - Clerical re-check -This is the only service that can be requested for objective tests (multiple choice tests)
- Option 4 – Priority Access to scripts (to help you candidates decide whether to request a review of marking)
- Option 5 – Access to scripts
 - 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, the centre 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 the centre 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) is submitted to the awarding body
- Students, who wish to have a paper reviewed or a clerical re-check, will have to pay the school the current fee set using the Awarding Bodies fees document (these fees include a small admin charge). These charges are accurate at time of publication of this policy but may change according to the Awarding Bodies pricing policies.
- To have a paper reviewed, students have to submit the appropriate completed form (candidate email is acceptable) to the Exams Officer, along with payment for the correct fee.
- 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 as the result which was originally awarded.
- Students should be aware that the marks awarded to papers are NOT normally changed. Therefore, there should be a good reason for a review of marking.
- Students and teachers should be aware of the deadlines for particular services, which is usually the 20 September for non-urgent applications or seven days after results day for urgent applications, which are available to A Level candidates where a grade change may affect their University place only.
- Candidate consent must only be collected after the publication of results.

If the school decides not to pursue a review of results *then the candidate has a right to appeal this decision*. If the candidate believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by completing the internal appeals form at least 7 calendar days prior to the internal deadline for submitting a request for a review of results.

The appellant will be informed of the outcome of the appeal before the deadline for submitting a review of results.

Following the RoR 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 RoR outcome, but the candidate (or 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**. An internal appeal can be submitted to the centre by completing the internal appeals form within 10 days of the notification of the ROR.

Candidates or parents/carers are not permitted to make direct representations to an awarding body.

Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Lady Margaret School's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3x) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

Lady Margaret School will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and reasonable adjustments

In accordance with the regulations, Lady Margaret School:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates AARA (Importance of these regulations)

Special consideration

Where Lady Margaret School can provide signed evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include Lady Margaret School decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Lady Margaret School makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 14 calendar days of the decision being made known to the appellant).

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within X1 working days of the appeal being received and logged by the centre.

If the appeal is upheld, Lady Margaret School will proceed to implement the necessary arrangements/submit the necessary application.

Appeals regarding centre decisions relating to other administrative issues (decisions in cases or very late arrival, missing scripts etc)

Circumstances may arise that cause Lady Margaret School to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Lady Margaret School may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted, within 14 calendar days of the decision being made known to the appellant).

The appellant will be informed of the outcome of the appeal within 14 calendar days of the appeal being received and logged by the centre.

Lady Margaret School Internal Appeals form

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

FOR CENTRE USE ONLY	
Date received	
Outcome	
Date Candidate informed of outcome	

- Appeal against an internal assessment decision (NEA) and/or request for a review of marking
- Appeal against the centre's decision not to support a clerical re-check, a review of results, a review of moderation or an appeal against the outcome of a RoR
- Appeal against the centre's decision relating to access arrangements or special consideration
- Appeal against the centre's decision relating to an administrative issue

Candidate Name		Candidate Number	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below:

Signature of Candidate

Date:

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.