



Hardenhuish School

**Appeals against Centre's decision regarding
post results services and review of internal
assessed marks procedure**

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1. Appeals against Centre's decision regarding post results services

- 1.1 This procedure confirms Hardenhuish School'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..."
- 1.2 Following the issue of results, awarding bodies make post-results services available. Hardenhuish School provides this information, in letter form, to each candidate in their results envelope.
- 1.3 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. This information is provided in a letter to each candidate, accompanying their exam timetable, and is also published on the school website.
- 1.4 If the centre or a candidate (or their 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.
 1. Service 1 – clerical re-check
 2. Service 2 – review of marking
 3. Service 3 – review of moderation (this service is not available to an individual candidate)
- 1.5 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.
- 1.6 If a concern is raised about a particular examination result, the Exams Officer, in conjunction with teaching staff and/or the Deputy Headteacher with curriculum responsibility, will investigate the feasibility of requesting an enquiry supported by the centre.
- 1.7 Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate fee to the centre, and a request will be made to the awarding body on the candidate's behalf.
- 1.8 If the candidate (or their 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 Head of Centre (Head Teacher) at least 5 calendar days prior to the internal deadline for submitting an EAR as stated on the letter given to each candidate in their results envelope.
- 1.9 The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.
- 1.10 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.
- 1.11 Where the Head of Centre is satisfied after receiving the EAR outcome, but the candidate (or their 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.

- 1.12 A letter to the Head of Centre should be submitted within 5 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.
- 1.13 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.

2. Review of internal assessed marks procedure

- 2.1 Hardenhuish School is committed to ensuring that whenever its staff assess candidates' work for external qualifications, this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments should be conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. Hardenhuish 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.
- 2.2 If a candidate believes that this may not have happened in relation to his/her work, the candidate and his/her parents may make use of the procedure outlined in this procedure. Note that requests for a review of marking may only be made against the process that led to the mark, e.g. that the mark scheme has not been applied correctly, and not against the mark itself.
- 2.3 Teachers will ensure that candidates are informed of their internal assessed marks after internal moderation and standardisation has taken place, allowing sufficient time (normally at least 4 weeks of term time) for reviews of marking to be made before the deadline for the submission of marks to the awarding body.
- 2.4 The school will ensure that candidates are informed that they may request a review of their internal assessed marks before marks are submitted to the awarding body. Candidates will receive notification of this in writing within the JCQ Exam Regulations Booklet published by the Examinations Officer that is given to candidates in Year 10 and Year 11. The booklet advises candidates that they may request copies of materials, such as a copy of their marked work, the relevant specification and associated subject-specific documents, to assist them in considering whether to request a review of internal marking.
- 2.5 Requests for copies of materials must be made in writing to the Examinations Officer within 5 working days of candidates receiving their marks. The charge for making a request is £5 to contribute to administrative and printing costs. On receiving a request with payment, copies of materials will be promptly made available to the candidate
- 2.6 Candidates should be aware that the reviewed mark is the final mark that will be submitted to the awarding body, irrespective of whether it is higher or lower than the original mark. Candidates may not appeal or request a second review of a reviewed mark.
- 2.7 Candidates wishing to proceed with requesting a review of marking, must then write to the Headteacher within 5 days of receiving copies of materials outlining the reasons for their request. Before the review is actioned, the candidate must make a payment of £25 to the school as a contribution towards administrative costs. Requests for reviews of marking should be made as early as possible in order to ensure that there is time for the review process to be completed and the candidate informed of the outcome before the awarding body's deadline for submission of marks.

- 2.8 The Headteacher will then appoint a senior member of staff, e.g. a Deputy or Assistant Headteacher, to work with the Curriculum Leader of the subject in question to identify and instruct an assessor to carry out the review of marking as soon as possible. The assessor must have appropriate competence, have no previous direct involvement in the assessment of that candidate in the subject in question and have no personal interest in the outcome of the review. The assessor will be instructed by the school to ensure that the candidate's reviewed mark is consistent with the standard set by the centre.
- 2.9 The outcome of the review of marking will be made known to the Headteacher who will then promptly inform the candidate in writing of the reviewed mark. The cost of requesting copies of materials and a review of marking will be refunded to candidates in cases where the reviewed mark differs by 10% or more relative to the original mark.
- 2.10A written record of all reviews of marking will be kept and made available to the awarding body upon request. Should the review of the school's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.
- 2.11 After candidates' work has been internally assessed, it is moderated externally 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 Hardenhuish School and is not covered by this procedure. If you have concerns about it, please ask the Examinations Officer for a copy of the appeals procedure of the relevant awarding body.