



Ark John Keats  
Academy

# Internal Appeals Procedures

## **Table of Contents**

Key Staff.....	2
Appeals against internal assessment decisions (centre assessed marks).....	3
Deadlines for the submission of marks (summer 2018 exam series) .....	3
Appeals against the centre’s decision not to support a clerical check, a review of marking, a review of moderation, or an appeal .....	4
Internal Appeals Form.....	6
Complaints and appeals log.....	7

## Key Staff

<b>Role</b>	<b>Names</b>
Head of Centre	William Mackintosh
Exams Officer line manager	Adele Barward-Symmons
Exams Officer	Naleni Naidoo
SEnCo	Natasha Socrates
Secondary SLT Members	Nathaniel Nabarro, Victoria Henderson, Frances Freeman, Sean Mullarkey, Natasha Socrates, Emma Dickson

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

This procedure confirms John Keats Academy'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, GCE, and BTEC qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments, BTEC assignments) 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.

## Awarding body deadlines for the submission of marks (summer 2019 exam series)

Date	Qualification	Details
05/2019	GCSE	Final date for submission of coursework marks (AQA, OCR, Pearson and WJEC)

Ark John Keats Academy 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.

Ark John Keats Academy ensures that all centre staff follow a robust non-examination assessment policy (for the management of GCE, GCSE, and BTEC non-examination assessments). This policy details all procedures relating to non-examination assessments, including the marking and quality assurance 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. Ark John Keats Academy 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. Ark John Keats Academy 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. Ark John Keats Academy 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 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. Ark John Keats Academy will, having received a request for copies of materials, promptly make them available to the candidate within two days.
4. Ark John Keats Academy 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 five days of receiving copies of the requested materials, subject to completion of the Internal Appeals Form.
6. Ark John Keats Academy will allow five 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. Ark John Keats Academy 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. Ark John Keats Academy 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 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.

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 Ark John Keats Academy 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 John Keats Academy'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 are provided by the exams officer and are described in depth in the Exams Policy.

Candidates are 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, documents, and advice given on results day itself.

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) 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, the procedure described in the Exams Policy for EARs is followed. If the centre decides not to support an EAR on behalf of a candidate, the candidate may either agree to pay the fee for the EAR or appeal against the decision. 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 by completing an internal appeals form and delivering it to the Exams Officer at least one week prior to the internal deadline for submitting an EAR.

The appellant will be informed of the outcome of his/her appeal before 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 process) 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 internal appeals form should be completed and submitted to the centre within three 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 EAR 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.

FOR CENTRE USE ONLY	
Date received:	

## Internal Appeals Form

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.

<b>Name of appellant:</b>		<b>Candidate name:</b> If different to appellant	
<b>Awarding body:</b>		<b>Exam paper code:</b>	
<b>Subject:</b>		<b>Exam paper title:</b>	
<b>Please state the grounds for your appeal</b>			
<p><i>(if applicable, tick below)</i></p> <p><input type="checkbox"/> Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking</p>			
<b>Appellant signature:</b>		<b>Date:</b>	

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.

