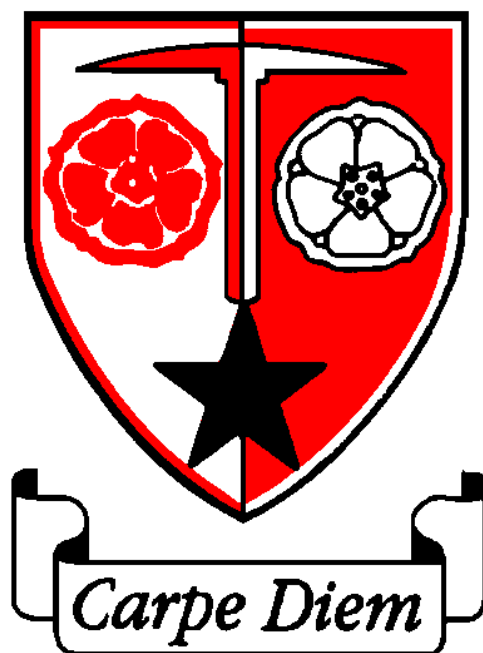


# AUDENSHAW SCHOOL



## INTERNAL APPEALS POLICY

This policy is reviewed annually by the Standards Committee.

### History of Document

Issue No	Author/Owner	Date Written	Approved by Personnel	Received by Governors	Comments
1	Jordan McCabe	18/11/2016	14/12/2016	24/01/2017	
1.1	Jordan McCabe	15/11/2017	03/01/2018	08/01/2018	Changes To Process And Complaints Log Included.
1.2	Jordan McCabe	19/11/2018	14/12/2018	14/12/2018	Changes To Dates.
1.3	Jordan McCabe	04/11/2019	20/11/2019	20/11/2019	Changes To Dates And Terms.
1.4	Jordan McCabe	24/11/2020	21/01/2021	21/01/2021	Changes To Dates And Terms.
1.5	Jordan McCabe	07/12/2021	08/04/2022	08/04/2022	Changes To Dates And Terms.
1.6	Louise Garside	07/11/2022	02/03/2023	02/03/2023	Changes To Dates And Terms.
1.7	Louise Garside	30/01/2024	23/04/2024	23/04/2024	Changes To Dates And Terms.

## **OUR MISSION**

Our School aims to provide a quality education in a caring community based on values of **respect, responsibility** and **resilience** and a relentless pursuit of excellence in all that we do.

## **OUR VISION**

Our School will be recognised as a fully inclusive, aspirational, high achieving centre of excellence, firmly rooted in the local community.

We will create, develop and maintain a challenging and stimulating personalised learning environment where no student is overlooked or left behind and where teaching and learning is high quality, inspirational and innovative.

We will consistently have high academic standards and expectations for every individual and continue to place considerable value on sport and healthy living and developing strong links with the community.

All members of our School community will be valued and every success will be celebrated. Our School will maintain a safe, secure and caring environment in which to work and learn.

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## **Purpose Of The Policy**

This policy confirms how Audenshaw School complies with JCQ's General Regulations for Approved Centres (sections 5.3, 5.8) 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 a clerical re-check, a review of marking, a review of moderation or an appeal , and centre decisions relating to access arrangements and special consideration
- draw to the attention of the candidates and their parents/carers it written internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an Application clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

## **Key Staff Involved In Internal Appeals Policy**

<b><u>ROLE</u></b>
<b>Head Of Centre</b>
<b>Senior Leadership Team Members</b>
<b>Examinations Officer</b>

## **Appeals Against Internally Assessed Marks**

Certain GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Audenshaw School and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

### **Deadlines For The Submission Of Marks (*Summer 2023/24 Exam Series*)**

<b><u>DATE</u></b>	<b><u>QUALIFICATION</u></b>
01/05/24 (BTEC) 31/05/24 (GCSE) 15/05/24 (Cambridge Nationals)	GCSE, Cambridge Nationals and BTEC Tech Awards
31/05/2024	GCSE Art and GCSE Photography

Audenshaw School is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject specific associated documents.

Audenshaw School ensures that all centre staff follow a robust non-examination assessment policy (for the management of BTEC and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Note: the JCQ Notice to Centres – Informing candidates of their centre assessed marks confirms that the JCQ publication **General Regulations for Approved Centres** states that centres **must** have a written internal appeals procedure relating to internal assessment decisions in all qualifications. Details of this procedure **must** be communicated, made widely available and accessible to all candidates.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and have been trained in this activity.

Audenshaw School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body.

Internal moderation and standardisation will ensure consistency of marking where a number of subject teachers are involved in marking candidates' work. Where more than one subject teacher is involved in the marking of candidate's 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 their work, or that the marker has not properly applied the marking standards to their marking, then they may make use of this appeals procedure to consider whether to request a review of the centre's marking.

*An appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body.*

## **Appeals Procedure – Internally Assessed Marks**

- Audenshaw 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.
- Audenshaw School will inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of the work submitted.
- Audenshaw School will 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 plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment.
- Audenshaw School will, having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as artwork and recordings, inform the candidate that the originals will be shared under supervised conditions) where possible within 5 working days.

- Audenshaw School will inform candidates they will not be allowed access to original assessment material unless supervised
- Audenshaw School will 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.
- Requests for reviews of marking must be made in writing within 5 working days of receiving copies of the requested materials by completing the internal appeals form.
- Audenshaw School where possible will allow 5 working 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 for the submission of marks.
- Audenshaw School will ensure that the review of marking is conducted by someone who has appropriate competence in subject area and has no personal interest in the outcome of the review.
- Audenshaw School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- The candidate will be informed 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 logged accordingly in relation to the complaint/appeal and 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 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 centre marking is line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

## **Appeals Procedure Against Centre Decision Not To Support an Application About Results**

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 and are given out to all students on results days along with their results.

Candidates are also made aware of any 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 the Exams Officer who will send this information electronically prior to their first examination together with the Candidate Handbook.

If the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post results services may be considered.

### **Reviews Of Results (RoRs):**

- Service 1 – Clerical Re-Check (This is the only service that can be requested for objective test, such as multiple-choice tests).
- Service 2 – Review of Marking.
- Priority Service 2 – Review of Marking.
- Service 3 – Review of Moderation (this service is not available to an individual candidate).

### **Access To Scripts (ATS):**

- 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.

For written components that contributed to the final result, the centre will:

1. Where a place at college is at risk of being removed or lost, consider supporting a request for a Priority Service 2 review of marking.
2. In all other instances, consider accessing the script by:
  - a) (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or,
  - b) (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate.
3. Collect informed written consent/permission from the candidate to access their script.
4. On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking.
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified.
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted.
7. Where relevant, advise an affected candidate to inform any third party (such as a college) that a review of marking has been submitted to an awarding body.

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an RoR service 1 or 2 (including any priority services) is submitted to the awarding body. 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. Candidate consent must only be collected after the publication of results.

The service, Review of Results (RoR), may be requested by centre staff or candidates. 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 the centre does not uphold a request from a candidate, 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 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.

The appeal will then be taken to the Head Of Centre who will work with the Exams Officer to investigate.

The candidate will be informed of the outcome of their appeal where possible within 5 working days (or at least 1 day before the deadline of the deadline for submitting an EAR).

*No enquiry about result will be submitted by Audenshaw School without the full consent of the candidate. This is obtained using the Enquiries About Results Form sent to candidates.*

## **Appeals Procedure Following The Outcome Of An Enquiry About 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 outcome of an EAR, but the candidate is not satisfied, they may make a further representation to the Head Of Centre. 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 enquiry. 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.

### **Appeals regarding centre decisions relating to access arrangements and special consideration**

This procedure confirms **Audenshaw 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

**Audenshaw 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, **Audenshaw 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

### **Special consideration**

Where Audenshaw 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 **Audenshaw School's** 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 **Audenshaw 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 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 5 calendar/working 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 10 calendar/working days of the appeal being received and logged by the centre.**

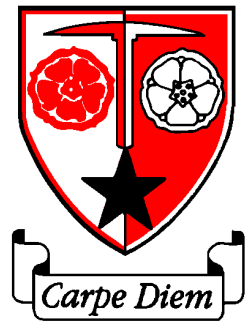
If the appeal is upheld, **Audenshaw School will proceed to implement the necessary arrangements/submit the necessary application.**

## 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
- Access Arrangements and Special Consideration



<b>Candidate Surname:</b>		<b>Candidate First name:</b>	
<b>Awarding Body</b>		<b>Exam Paper Code</b>	
<b>Qualification Type &amp; Subject</b>		<b>Exam Paper Title</b>	

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 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 service 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:**

**Appeal Against Centre Decision regarding Access Arrangement and Special Consideration  
Appellant declaration**

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

**Signature:**

**Date of signature:**

