

Examination policies and procedures



**Internal Appeals Procedure
(Exams)
2024/25**

Internal Appeals Procedures

Centre name	Bankside College
Centre number	
Date procedures first created	September 2022
Current procedures approved by	Kate Jasper
Current procedures reviewed by	Kate Jasper & Chloe Boothman
Date of next review	30/09/2025

Key staff involved in the procedures

Role	Name
Head of centre	Kate Jasper
Senior leader(s)	Kate Jasper: Headteacher Kerry O'Brien Assistant Headteacher
Exams Officer	Chloe Boothman
Other staff (if applicable)	

These procedures are reviewed and updated annually to ensure compliance with current requirements and regulations.

Purpose of the procedure

This procedure ensures compliance with JCQ regulations (GR 5.3) which state that centres must have in place for inspection that must be reviewed and annually updated, a written internal appeals procedure which covers internal assessment decisions, post-results services and centre decisions relating to access arrangements and special consideration.

Please refer to the *Access to Scripts, Reviews and Appeals Procedures* for externally marked post-result services.

1. Appeals procedure against internally assessed marks

1.1 Bankside School (and College) 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.

1.2 Bankside School (and College) ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments (including controlled assessments and coursework), including the marking and quality assurance processes which relevant teaching staff are required to follow.

1.3 Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity and do not have any potential conflicts of interest. Bankside School (and College) 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.

1.4 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.

1.5 Bankside School (and College) 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.

1.6 Bankside School (and College) will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification 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. These materials must be requested from the appropriate teacher within **TWO WORKING DAYS** of the candidate receiving their internally assessed mark.

1.7 Bankside School (and College) will, having received a request for copies of materials, promptly make them available to the candidate within **TWO WORKING DAYS**. Teachers will provide these materials and inform the Exams Officer of the request.

1.8 Bankside School (and College) will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.

1.9 Requests for reviews of marking **must** be made in writing within THREE WORKING DAYS of receiving copies of the requested materials by completing the **internal appeals form**. **This must be submitted to the Exams Officer.**

1.10 Bankside School (and College) will allow FIVE CALENDAR DAYS for the review to be carried out, to make any necessary changes to marks and to inform the candidate, in writing, of the outcome, all before the awarding body's deadline.

1.11 Bankside School (and College) 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. The candidates work may be shared outside the centre for the review of marking to be conducted. HoDs who are unable to find an appropriate assessor will consult their line manager or if they are not available another member of SLT.

1.12 Bankside School (and College) will instruct the assessor to ensure that the candidate's mark is consistent with the standard set by the centre. HoDs will provide the assessor with appropriate materials.

1.13 The outcome of the review of the centre's marking will be returned to the exams officer and made known to the head of centre and candidate 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.

1.14 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 Bankside School (and College) and is not covered by this procedure.

2. Appeals procedure against centre decisions not to support an enquiry about results (EAR)

2.1 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. Please also refer to the *Access to Scripts, Reviews and Appeals Procedures*.

2.2 Bankside School (and College) will support enquiries about results provided the candidate has given written consent and the candidate incurs all costs associated with the enquiry.

2.3 EAR service 3 is not available to individual candidates. This is because it involves all candidates. If a request is made for a service 3 enquiry the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

2.4 If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry about results service 3, 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.

3. Appeals procedure following the outcome of an enquiry about results

3.1 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*.

3.2 Where the head of centre is satisfied after receiving the outcome of an EAR, but the internal candidate and/or their parent/carer 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.

3.3 The **internal appeals form** should be completed and submitted to the centre within **7 calendar days** of the notification of the outcome of the enquiry. Subject to the head of centre's decision, this will allow the centre time to process the appeal and submit to the awarding body within the required 14 calendar days.

3.4 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.

4. Appeals against decisions to reject a candidate's work on the grounds of malpractice

4.1 Candidates are advised of the JCQ regulations and provided with a Candidate Handbook prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

Bankside School (and College) ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

4.2 Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication will be dealt with in accordance with the centre's internal procedures. The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, Bankside School (and College) will:

- Follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (*Instructions for conducting non-examination assessments/Instructions for conducting coursework*) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to not accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision:

- an internal appeals form should be completed and submitted within 7 CALENDAR DAYS of the decision being made known to the appellant

The appellant will be informed of the outcome of the appeal within 10 WORKING DAYS of the appeal being received and logged by the centre.

5. Centre decisions relating to access arrangements/reasonable adjustments and special consideration

5.1 This may include a decision not to award/apply for a specific access arrangement/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 Bankside School (& College) 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 with 7 calendar days of the decision being made known to the appellant
- Forms received will be logged by the centre and acknowledged within 7 working days
- The appeal will be referred to the Chair of Governors for consideration.

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/reasonable adjustments and/or special consideration and followed due procedures. The appellant will be informed of the outcome of the appeal in due course by the Chair of Governors.

6.0 Appeals regarding centre decisions relating to other administrative issues

6.1 Circumstances may arise that cause Bankside School (& College) to make decisions on other administrative issues that may affect a candidate's examinations/assessments. Where Bankside 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 with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted

INTERNAL APPEALS FORM

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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 a decision to reject candidate's work on the grounds of malpractice
- Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Appeal against the centre's decision relating to access arrangements, reasonable adjustments and special consideration; or other administrative tasks

*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below:

(If applicable, tick below)

- Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature:

Date of signature:

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

