



# **Castle Donington College**

## **Internal Appeals Procedure**

### **(Exams)**

**2022/23**

This procedure is based on a model procedure by TEO and is reviewed annually to ensure compliance with current regulations

Reviewed by:	D Shatford
Approved by:	N Barratt J Sheppard
Review date:	January 2024

## Purpose of the procedure

This procedure confirms Castle Donington College 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 internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support a 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

## Appeals relating to internal assessment decisions (centre assessed marks)

Certain GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Castle Donington College 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.

This procedure confirms **Castle Donington College's** compliance with JCQ's General Regulations for Approved Centres, section 5.7 that Castle Donington College will:

- have in place and be available for inspection purposes, 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
- before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of Castle Donington College's marking

## Deadlines for the submission of marks

Date	Qualification	Details
19/04/2023	GCSE Media and Music	The Awarding body deadline is 05/05/2023. To allow sufficient time for Exams Department to process any appeals and submit the marks we need to have received marks and work by the 19/04/2023
19/04/2023	GCSE PE, Food & Nutrition, Design & Technology	The Awarding body deadline is 07/05/2023. To allow sufficient time for the Exams Department to process any appeals and submit the marks, we need to have received marks and work by the 19/04/2023
27/04/2023	GCSE English (SLE), Drama, Child Development	The Awarding body deadline is 15/05/2023 however to allow sufficient time for the Exams Department to process and submit the marks, we need to have received marks and work by the 27/04/2023
11/05/2023	GCSE Art, Graphical Communication	The Awarding body deadline is 31/05/2023 however to allow sufficient time for the Exams Department to process any appeals and submit the marks, we need to have received marks and work by the 11/05/2023

Castle Donington 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.
- ▶ Ensures that all centre staff follow a robust *Non-Examination Assessment policy* (for the management of GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments for GCSE, including the marking and quality assurance processes which relevant teaching staff are required to follow.
- ▶ Ensures candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity.
- ▶ Ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor 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 his/her work, or that the assessor has not properly applied the marking standards to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of Castle Donington College's marking.

Castle Donington College will:

1. ensure that candidates are informed of their centre assessed marks so that they may request a review of Castle Donington College's marking before marks are submitted to the awarding body
2. inform candidates that they 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 their work in meeting the published assessment criteria
3. 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 Castle Donington College's marking of the assessment.
4. having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that the originals will be shared under supervised conditions) **within 3 working days**.
5. inform candidates they will not be allowed access to original assessment material unless supervised
6. 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
7. provide a clear deadline for candidates to submit a request for a review of Castle Donington College's marking. Requests will not be accepted after this deadline. Requests must be made in writing **within 3 working days** of receiving copies of the requested materials by completing the Internal Appeals Form
8. 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
9. 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.

10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by Castle Donington College
11. inform the candidate in writing of the outcome of the review of Castle Donington College's marking.

The outcome of the review of Castle Donington College'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 Castle Donington College 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 Castle Donington College, whereas moderation by the awarding body ensures that 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.

## **Appeals relating to Castle Donington College's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal**

This procedure confirms Castle Donington College's compliance with JCQ's General Regulations for Approved Centres that Castle Donington College 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 available. Details of these services, internal deadlines for requesting a service and fees charged are provided by the Examination Officer.

Candidates are also 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 as detailed in the candidate handbook.

If Castle Donington College or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

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

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

- Service 1 (Clerical re-check)  
This is the only service that can be requested for objective tests (multiple choice tests)
- 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, Castle Donington College will:

- Collect informed written consent/permission from the candidate to access his/her script
- consider accessing the script by:
  - *(where the service is made available by the awarding body)* requesting a copy of the candidate's script to support a review of marking by the awarding body deadline or,
  - *(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
- 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 Castle Donington College considers there are any errors in the marking
- Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
- Collect informed written consent from the candidate to request the RoR service before the request is submitted
- 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

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, Castle Donington College will:

- For a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of his/her script to support a review of marking by providing written permission for Castle Donington College to access the script (and any required fee for this service) and for Castle Donington College to submit this request
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by Castle Donington College by providing informed written consent (and the required fee for this service) and for Castle Donington College to submit this request
- Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

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 is submitted to the awarding body as with these services candidates' marks and subject grades 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.

For any moderated components that contributed to the final result, Castle Donington College will:

- Confirm that a review of moderation **cannot** be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if Castle Donington College's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample

If a concern is raised about a particular examination result, a member of SLT, Head of Department and the Examination Officer will investigate the feasibility of requesting a review supported by Castle Donington College.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against Castle Donington College's decision not to support a review, an internal appeal can be submitted to Castle Donington College by completing the internal appeals form at least 5 calendar days prior to the internal deadline for submitting a request for a review.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an RoR.

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 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 Castle Donington College within 5 calendar days of the notification of the outcome of the RoR. Subject to the Head of Centre's decision, this will allow Castle Donington College time to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of receiving the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to Castle Donington College by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the Examination 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 Castle Donington College.

# Castle Donington College Internal Appeals Form

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

- Appeal against an internal assessment decision and/or request a review of marking
- Appeal against Castle Donington College's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

FOR CENTRE USE ONLY	
Date received	
Reference No.	

<b>Name of Appellant</b>		<b>Candidate name if different to appellant</b>	
<b>Awarding body</b>		<b>Exam paper code</b>	
<b>Subject</b>		<b>Exam paper title</b>	

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

Signature:

Date of signature:

This form must be signed, dated and returned to the Examinations Officer, on behalf of the Head of Centre, to the timescale indicated in the Internal Appeals procedure



## Complaints and Appeals log

The Examinations Officer will keep a log of all complaints and appeals.

The outcome of any reviews of Castle Donington College'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 Castle Donington College's marking bring any irregularity in procedures to light, the awarding body will be informed immediately. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

## Further guidance to inform and implement appeals procedures

### JCQ publications

- General Regulations for Approved Centres  
<https://www.jcq.org.uk/exams-office/general-regulations>
- Post-Results Services  
<https://www.jcq.org.uk/exams-office/post-results-services>
- JCQ Appeals Booklet  
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres – informing candidates of their centre assessed marks <https://www.jcq.org.uk/exams-office/non-examination-assessments>

### Ofqual publications

- GCSE (9 to 1) qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCE qualification-level conditions and requirements <https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>