



## Internal Appeals Procedures (Exams)

### 1. Purpose of the Procedures

This document sets out the School's procedures to meet the two separate requirements as detailed by the JCQ "General Regulations for Approved Centres" Sections 5.7 and 5.13. These stipulate that centres must have written procedures in place relating to:

- a) Appeals against internal assessment decisions, and/or
- b) Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal.

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

2.1 This procedure confirms Belmont School's compliance with JCQ's General Regulations for Approved Centres 2022-2023 (section 5.7) that the centre 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 the centre's marking.*

2.2 Certain components of GCSE and GCE (legacy GCE coursework, GCE and GCSE non-examination assessments) and other qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the centre. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

2.3 Belmont School 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.

2.4 Belmont School 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, Project qualifications, and BTEC including the marking and quality assurance processes which relevant teaching staff are required to follow.

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

2.6 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

the appeals procedure below to consider whether to request a review of the centre's marking.

2.7 Belmont School will:

- a) 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.
- b) 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.
- c) having received a request for copies of materials, promptly make them available to the candidate within 5 calendar days.
- d) provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
- e) provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 5 calendar days of receiving copies of the requested materials using the Internal Appeals form at the end of this document which must be completed and returned to the Head.
- f) allow 7 calendar 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.
- g) 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.
- h) instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- i) inform the candidate in writing of the outcome of the review of the centre's marking.

2.8 The outcome of the review of the centre's marking will be made known to the head of centre. A written record of the review will be kept and made available to the awarding body upon request.

2.9 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 in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

3. **Appeals against the centre’s decision not to support a clerical check, a review of marking, a review of moderation or an appeal**
- 3.1 This procedure confirms Belmont School’s compliance with JCQ’s General Regulations for Approved Centres 2021-2022 (section 5.13) 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*
- 3.2 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 available on the school website [www.belmont-school.org](http://www.belmont-school.org)
- 3.3 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 via the Candidate Examination Handbook
- 3.4 If the centre 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.
- 3.5 **Reviews of Results (RoRs)** offer three services to GCSE candidates and their schools:
- 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
- 3.6 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.
- 3.7 Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR 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.
- 3.8 If a concern is raised about a particular examination result, candidates are first advised to speak to their subject teacher/ head of department with regards to possibly requesting a review of marking. The subject teacher/ head of department will investigate the feasibility of requesting a review supported by the centre.
- 3.9 Where the centre does not uphold a request from a candidate, the final decision is to be made by the candidate (and his/her parent/carer). A consent form/written request together with the Internal appeals procedures template and appropriate RoR fee must be received before a request will be made to the awarding body on the candidate’s behalf.
- 3.10 If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre’s decision not to support a review, an internal appeal can be submitted to the centre in writing to the Headteacher by completing the Internal appeals form at the end of this documents at least 14 calendar days prior to the internal deadline for submitting a request for a review.
- 3.11 The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting a RoR.
- 3.12 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.

- 3.13 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.
- 3.14 The internal appeals form should be completed and submitted to the centre within 10 calendar days of the notification of the outcome of the RoR. 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 review of results process.
- 3.15 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.

Authors: Helen Skrine, Headmistress  
David Collins, Deputy Head, Academic  
Simon Cotton, Assistant Head

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## Reference Documents:

### 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>



### Complaints and Appeals Log

On receipt, all appeals will be assigned a reference number and logged. The outcome of any reviews of the centre's marking will be made known to the head of centre and 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.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date