



Internal

Appeals

Procedure

2019/20

This document is reviewed annually by the Head of Centre, Mr Mohammad Bari to ensure compliance with current regulations.

Date of next review: Autumn Term 2020

Appeals procedure against internal assessment decisions

At Merit Tutors, we are committed to ensuring that internal assessments are marked and administered fairly, consistently and in accordance with the awarding body specifications and subject specific associated documents.

We ensure this by:

- Subject staff having the necessary and appropriate knowledge, understanding, skills, and training in this activity
- Subject staff authenticating candidates work according to the requirements of the relevant awarding body
- A process of internal moderation and standardisation of marking led by nominated staff.

An appeal against internal assessment decisions can be made based on the above not being fulfilled. All appeals must follow the procedure detailed below. On receiving their centre assessed marks, if a candidate believes the above procedures were not followed when marking his/her work, or that the assessor has not properly applied the mark scheme, then he/she may make use of the internal appeals procedure to request a review of the centre's marking.

Please note that appeals may only be made against the marking/assessment process, not against the mark submitted by the centre for moderation by the awarding body.

1. Appeals should be made as soon as possible.
2. Appeals should be made using the **internal appeals form** and this should be completed by the candidate (or parent/carer).
3. All internal appeals forms should be returned to the Head of Centre.
4. The Head of Centre will appoint a member of senior staff who has no involvement in the assessment process to conduct the investigation.
5. The purpose of the appeal will be to assess whether the internal assessment conformed to the published requirements as set out in the awarding body specifications and/or subject-specific associated documents.
6. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to internal assessment procedures.
7. The outcome of the appeal will be made known to the Head of Centre and this will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity in procedures to light, the awarding body will be informed.

Merit Tutors will ensure that candidates are informed of their centre assessed marks as soon as possible so that they may request a review of the center's marking before marks are submitted to the awarding body. We will also inform candidates that they may request copies of materials to assist them in considering whether to submit an internal appeal. These materials will be promptly made available to the candidate within 7 days of their request. A further 7 days will be provided to the candidate to allow them to review copies of the materials and reach a decision on whether or not to make a request. Requests for reviews of marking **must** be made in writing. Merit Tutors will allow 14 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.

Merit Tutors will ensure that the review of marking is carried out by an assessor who has the appropriate level of competence, has no previous involvement in the assessment of that candidate and has no personal interest in the review. We will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

This procedure ensures that Merit Tutors is compliant with JCQ's *General Regulations for Approved Centres 2019-20, Section 5.13*:

Centres should 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.

Certain components of GCSE, GCE qualifications and Functional Skills (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) 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.

Appeals against centre's decision not to support an enquiry 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.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams.

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.

Enquires about results (EARs) offers three services.

- Service 1 – clerical-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 exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

Where 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 (or their 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 using the internal appeals form at least one week prior to the internal deadline for submitting an EAR.

Appeals following the outcome of an enquiry about results

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 JCQ Appeals Booklet*.

Where the head of centre is satisfied after receiving the EAR outcome, but the candidate and/or their 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 (attached below)** should be completed and submitted to the centre within 10 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 enquiry about results 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. 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.

The internal appeals procedures for Merit Tutors have been produced to demonstrate compliance with the following: JCQ General Regulations for approved centres <http://www.jcq.org.uk/exams-office/generalregulations>

Controlled Assessments, Coursework and Portfolios of Evidence

5.8 The centre agrees to 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 made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)

Post-Results Services and Appeals

5.14 The centre agrees to 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 enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

JCQ Post-results services <http://www.jcq.org.uk/exams-office/post-results-services>

6.4 Submission of requests Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.

8. Appeals Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over appeals with centres and private candidates.

JCQ A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

12. Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

Ofqual GCSE, GCE, Principal Learning and Project Code of Practice <https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place: iii.a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry. Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.

9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.

Further information can be obtained from:

<http://www.jcq.org.uk/exams-office/controlled-assessments>

<http://www.jcq.org.uk/exams-office/coursework>

<https://www.gov.uk/appeal-exam-result>

<http://www.jcq.org.uk/examination-system/the-appeals-process>

For Centre Use only

Date Received

Reference No.

Internal Appeals Form

Please tick the box which describes the nature of your appeal and complete the form below.

- Appeal against an internal assessment decision and/or a request for a review of marking.
- Appeal against a centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal.

Name of Appellant		Candidate Name is different to appellant	
Awarding Body		Exam Paper Code	
Subject		Exam Paper Title	

Please state the grounds for your appeal below:

Please continue overleaf if necessary

(If applicable, tick below)

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

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.