



Holmer Green Senior School

# Internal Appeals Policy

May 2017

## **Appeals procedure against internally assessed marks**

Holmer Green Senior School (HGSS) 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.

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

If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

### **N.B: an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body**

1. Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.
2. Appeals must be made in writing to the Headteacher.
3. The head of centre (the Headteacher) will appoint a senior member of staff, e.g. the Deputy Headteacher or member of the Senior Leadership Team (SLT), to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
4. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the awarding body's specification and subject-specific associated documents.
5. 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.
6. The outcome of the appeal will be made known to the head of centre (the Headteacher) and will be logged as a complaint at HGSS. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation may lead to mark changes. This process is outside the control of HGSS and is not covered by this procedure.

## **Appeals procedure against centre decisions 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.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers). (EAR service 3, a review of moderation, is not available to individual candidates). If a query is raised about a particular examination result, based on the belief that there has been an error in marking, the exams officer, teaching staff and head of centre (the Headteacher) 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 (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre, in writing, at least **one week prior to** the internal deadline for submitting an EAR.

### **Appeals procedure following the outcome of an enquiry about results**

Where the head of centre (the Headteacher) 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* <http://www.jcq.org.uk/exams-office/post-results-services> and *A guide to the awarding bodies' appeals processes* <http://www.jcq.org.uk/exams-office/appeals>

Where the head of centre (the Headteacher) 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 (the Headteacher). Following this, the head of centre's (the Headteacher) decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

An internal appeal should be submitted, in writing, to the centre within **10 calendar days** of the notification of the outcome of the enquiry. Subject to the head of centre's (the Headteacher) 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 appeal. 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.

Further information can be obtained from:

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

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

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

Centres should also refer to awarding bodies' websites for further information as awarding bodies may offer additional post-results services.

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

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 (the Headteacher) where the candidate was entered or registered. The head of centre's (the Headteacher) decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

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

**Policy ratified by Governors: May 2017**

**To be Reviewed: May 2019**