

# Hayle Academy

## Internal Appeals Procedures 2023-2024



**School Name:** Hayle Academy

**Consultation:** This policy has been written in line with DfE legislation

**Dissemination:** Staff shared drive and website.

**Date policy approved by SLT:** January 2024

**Date policy becomes effective:** Immediately

**Review date:** November 2024

**Person responsible for Implementation and Monitoring:** Exams Officer/Headteacher/HOF

**Links to other relevant policies:** JCQ Policies, Exam Policy, Post Results Reviews and Appeals Policy, Non-Examination Assessment Policy, TPAT Complaints Policy

### Key staff involved in internal appeals procedures

| Role               | Name(s)               |
|--------------------|-----------------------|
| Head of Centre     | <b>Melissa Lock</b>   |
| Headteacher        | <b>Melissa Lock</b>   |
| Exams Officer      | <b>Farrah Fulton</b>  |
| Deputy Headteacher | <b>James Woodward</b> |

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

This procedure confirms Hayle Academy's compliance with JCQ's *General Regulations for Approved Centres 2020-2021, 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*

Certain components of GCSE (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.

Hayle Academy is committed to ensuring that assessment of candidates' work is carried out fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Hayle Academy 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 GCSE non-examination assessments, and BTEC/Cambridge National qualifications, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Hayle Academy is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. 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 the appeals procedure below to consider whether to request a review of the centre's marking.

Hayle Academy will:

1. 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.
2. inform candidates that they will 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. will inform candidates that they may request copies of materials (generally as a minimum, 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. Materials will be made available to candidates promptly following any request, within 3 working days
4. inform candidates they will not be allowed access to original assessment material unless supervised
5. will provide candidates with sufficient time 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
6. 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 for reviews of marking **must** be made in writing by the candidates parents and submitted to the teacher and copied to the HOF. Requests must be made within one week of the student receiving their mark.
7. will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome before the awarding body's deadline.
8. will 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 and has no personal interest in the review. St Ives School/Cape Cornwall School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

9. The candidate and parents/carers will be informed in writing of the outcome of the review of the centre's marking.

The Headteacher will be informed of the outcome of the review of the centre's marking and this review will be logged as a complaint. The Headteacher will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. 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.

Where there is a conflict of interest, in conjunction with the Conflict of Interest Policy, the responsibilities of the Headteacher fall to the Deputy Headteacher.

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.

The procedure is informed by the JCQ publications [Instructions for conducting non-examination assessments](#) (6.1), [Reviews of marking \(centre assessed marks\) suggested template for centres. and Notice to Centres -Informing candidates of their centre assessed marks](#)

## **2. Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal**

This procedure confirms Hayle Academy's compliance with JCQ's *General Regulations for Approved Centres, section 5.13* that the centre 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 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 services available. Candidates have the right to request post results services. The procedure for this is documented in the Policy on Post Examination Reviews and Access to Scripts.

Candidates are made aware of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results, before they sit any exams. It is also mentioned in the exam assembly that takes place earlier in the academic year.

If a concern is raised about a particular examination result, the exams officer and teaching staff will investigate the feasibility of requesting a review supported by the centre.

Where the centre does not uphold a request from a candidate, for example, if the risk of the mark being lowered was too high, the candidate has the right to appeal.

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 Headteacher in writing no later than 3 working days before the deadline for RoR. The appellant will be informed of the outcome of his/her appeal before the deadline for 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 Headteacher is satisfied after receiving the Review of Results (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 Headteacher'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.

Candidates or their parent/carer should write to the Headteacher with their concern within 7 calendar days of the notification of the outcome of the RoR. Subject to the Headteacher'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. 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 school.

Where there is a conflict of interest, in conjunction with the Conflict of Interest Policy, the responsibilities of the Headteacher fall to the Deputy Headteacher.