

# THE TELFORD PRIORY SCHOOL



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## Internal Appeals & Enquiries about Results Policy for External Qualifications

## Procedure for Appeals Relating to Internally Assessed Work

The Telford Priory School confirms its compliance with JCQ General Regulations for Approved Centres 2019 – 2020, section 5.7 delete by:

- Having in place and available for inspection a written published internal appeals procedure relating to internal assessment decisions
- Making sure the document is communicated and widely available and accessible to all candidates
- Informing candidates of their centre assessed marks and allowing them to request a review of the centre's marking before submitting the marks to the awarding body

This procedure will only normally be required when all other mechanisms within the centre (for example, discussions between candidates and the Subject Lead or Head of Centre) have failed to resolve the matter. It will be the final stage in the normal process of considering and resolving disputes. It is expected that it will only be used in exceptional circumstances.

It is important to understand that this appeals' procedure only relates to the processes and procedures used within the school to determine an individual candidate's internal assessment mark; it cannot be used to appeal against the actual mark or grade submitted by the school for moderation by the awarding body.

The Telford Priory School is committed to ensuring that:

- The marking of candidates work is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents
- Internal assessment marking is conducted by staff who have the appropriate knowledge understanding and skill, and who have been trained in this activity
- 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 the consistency of internal assessment marking is assured through internal moderation and standardisation as set out by the awarding bodies
- Staff responsible for internal standardisation and / or assessment attend any compulsory training sessions organised by the awarding body.

If on receipt of their centre assessed mark a candidate believes the above procedures were not followed in relation to the marking, or that the assessor has not properly applied the mark scheme they may make use of the appeal procedure.

### Appeals Procedure

The Telford Priory School will:

- 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
- Inform candidates 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. Requests for materials should be made in writing to the Data, Exams & Reports Officer no later than 24 hours after marks have been issued (an e-mail request is acceptable)
- Having received a written request for copies of materials, make them available to candidates under supervised conditions within two working days

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## The Telford Priory School Internal Appeals & Enquiries about Results Policy for External Qualifications

- Provide candidates five working days, in order to allow them sufficient time to review copies of materials and reach a decision. All requests for a review of marking should be made by completing the attached internal appeals form. Candidates should be made aware that marks may be adjusted down as well as up following a review of marking
- On receipt of a written appeal, launch an enquiry into the internal assessment marking, this will initially be conducted by an appeals' panel consisting of the Data, Exam and Reports Officer, Assistant Head of Assessment, Recording and Reporting and a departmental head not involved in the internal assessment decision. The enquiry will consider whether the processes and procedures used in the internal assessment conformed to the published requirements of the awarding body and the internal procedures put in place by the school
- Make the appeals' panel findings known to the Head of Centre and formally report back to the candidate and to the teacher concerned within three working days and ahead of the awarding body's deadline
- In the event of an appeal being upheld, hold a review of the processes and procedures used in that particular subject and disseminate its findings to all other subjects
- Notify the awarding body if the appeal brings any significant irregularity to light, log the appeal as a complaint and keep and make available upon request all records relating to the appeal and hearing for inspection

### **Appeals Procedure against Centre Decisions not to Support an Enquiry about Results (Clerical Check, Review of Marking or Review of Moderation)**

This procedure confirms The Telford Priory School's compliance with JCQ's General Regulations for Approved Centres 2019 -2020, section 5.13 delete 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.

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 Data, Exam & Reports Officer, with the exception of the fee they are also clearly shown on the *Enquiries about Results: Request and Consent Form*, which accompanies candidates' Statement of Results on results day. Candidates are informed of the arrangement for post result services before they sit any exams and it can also be viewed on the school website.

The service, *Enquiries about Results (EARs)*, may only be requested by candidates. Candidates are advised to have a discussion with their teacher, Subject Lead / Head of Department before submitting an EAR request form to the Data, Exam & Reports Officer. Senior members of centre staff will be accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquires.

If the centre or a candidate 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 re-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.

## The Telford Priory School Internal Appeals & Enquiries about Results Policy for External Qualifications

The centre may sometimes disagree with a candidate's request to submit an EAR, as candidates' marks and subject grades may be lowered as a result of an enquiry. If after a thorough consultation with their teacher, Subject Lead a candidate still insists that they still wish to lodge an EAR, the school on receipt of the appropriate fee for the service will submit the request on behalf of the candidate after receiving written consent and emphasising the possible outcomes.

If a candidate 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 in writing to the Head of Centre by completing the attached internal appeals form at least ten working days prior to the awarding bodies' deadline for submitting an EAR.

The appellant will be informed of the outcome of their appeal within five working days.

### **Appeals Procedure Following the Outcome of an Enquiry about Results**

Following the EAR 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 EAR outcome, but the candidate 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 are not permitted to make direct representations to the awarding body.

The Internal Appeals Form should be completed and submitted to the centre within seven 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 it to the awarding body within the required thirty 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 (costs delete) (fees are available from the Data, Exams & Reports Office). 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 Telford Priory School Internal Appeals & Enquiries about Results Policy for External Qualifications

This form must be signed, dated and returned to the Data, Exam & Reports Office on behalf of the Head of Centre to the timescale indicated in the relevant appeals procedure.

By submitting this form you are acknowledging your understanding that following an Appeal, your examination grades can go down.

FOR CENTRE USE ONLY	
Date Received	
Reference Number	

### Procedure for Enquiries about Results (EARs)

All awarding bodies offer a service for Enquiries about Results on payment of a set fee.

There are three types of service available:-

#### Service 1 (Clerical re-check)

This is a re-check of all clerical procedures leading to the issue of a result.

#### Service 2 (Post-results review of marking)

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly.

#### Service 3 (Post-results review of moderation)

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. It is not a re-moderation of candidates work. If the centre's internally assessed marks have been accepted without change by an awarding body, this service will not be available.

When an enquiry is made there are three possible outcomes:-

- The original grade mark is confirmed as correct and there is no change to the grade.
- The original mark is raised so that the final grade may be higher than the original grade received.
- The original mark is lowered so that the final grade may be lower than the original grade received.

A candidate wishing to make such an enquiry should initially contact either the Data, Exam and Reports Officer, their subject teacher, the Subject Lead / Head of Department. If they then wish to proceed with an appeal they will be asked to sign to acknowledge that they understand that there are three possible outcomes and that they give their consent to the enquiry about results being made. Candidate consent is **not** required for **post-results review of moderation** as candidates' marks may be lowered but their published subject grades will **not** be lowered in the series concerned.

If the school supports the enquiry the fee payable to the awarding body will be met by the school, if a candidate wishes to make an enquiry independently they will be asked to discuss it thoroughly with their teacher, Subject Lead / Head of Department and pay the fee before the enquiry is made. The school will make a decision on whether to support the enquiry based on several factors including knowledge of the exam system and professional judgment.

The candidate will be notified of the outcome of the enquiry as soon as notification is received from the awarding body. If the enquiry leads to the grade changing to a higher grade, any fee paid by the candidate will be refunded. Enquiry about Results (EAR's) is an extension of the process to examine the procedures that were used in arriving at the awarded marks



The Telford Priory School

<Exam Season>

**Enquires about Results and Appeals  
Candidate Consent Form**

If you are concerned about your results and feel that an error has been made you are entitled to make an appeal. There are two services available to you requiring your consent and you must decide which service is best suited to your appeal. The third service; review of moderation is a group appeal and does not require your consent. There is a charge for service one and two unless the school advises you to appeal. **Payment must be made at the time of applying.** Please contact the Examination, Data and Reports Office for the cost of each appeal. If your appeal leads to a higher grade being issued the fee will be refunded back to you.

Once the school has made an enquiry about the result of one of your examinations after your subject grade has been issued, there are three possible outcomes:-

- Your original grade mark is confirmed as correct, so there is no change to your grade.
- Your original mark is raised, so your final grade may be higher than the original grade you received.
- Your original mark is lowered, so your final grade may be lower than the original grade you received.

In order to proceed with the enquiry about results, you must sign the form below. This tells the school that you have understood what the outcome might be, and that you give your consent to the enquiry about results being made. **We would strongly advise you to discuss a possible appeal with your subject teacher, Subject Lead / Head of Department.**

**All appeals must be submitted to the Examination, Data and Reports Office by noon on <Request Deadline>**

NAME & FORM: \_\_\_\_\_

EXAM NUMBER: \_\_\_\_\_

AWARDING BODY: AQA / OCR / WJEC / EDEXCEL

SUBJECT: \_\_\_\_\_

SPECIAL CONSIDERATION REQUESTED: YES/NO

PAPER/ UNIT TITLE AND NUMBER: \_\_\_\_\_

**Enquiry Service Required** (Please read the accompanying procedure for Enquiry about Results for a detailed description).

Clerical re-check

Review of Marking

I give my consent to the Head of my Examination Centre to make an enquiry about the result of the examination(s) listed above. In giving consent I understand that the final subject grade awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same as the grade which was originally awarded for this subject.

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_