



# **COCKSHUT HILL SCHOOL**

## **INTERNAL APPEALS PROCEDURE 2017/18**

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

This procedure confirms Cockshut hill School compliance with JCQ's *General Regulations for Approved Centres 2017-2018*, section 5.8 that the centre has in place "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" and that the centre "must inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

Certain components of GCSE qualifications (GCSE controlled assessments, 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.

### **Deadlines for the submission of marks (Summer 2018 exam series)**

Exam name	Exam code	Centre Mark submission deadline
ART AND DESIGN	J171/02	15th May 2018
BENGALI SPEAKING	46353	15th May 2018
COMPUTER SCIENCE	1CP1 3A	15th May 2018
D&T: PRODUCT DESIGN	45552	7th May 2018
DRAMA	J316/02	15th May 2018
DUTCH: SPEAKING	A802/01	15th May 2018
ENGLISH LANGUAGE SPOKEN LANGUAGE	8700/C	7th May 2018
HEALTH AND SOCIAL CARE	5HS0201	15th May 2018
FOOD PREP AND NUTRITION NEA	8585/C	7th May 2018
BUSINESS	5BS0201	15th May 2018
ITALIAN SPEAKING	46303/SR	7th May 2018
ITALIAN WRITING	46304	7th May 2018
ENTRY LEVEL MATHS	R449/02	15th May 2018
MEDIA STUDIES	48102	7th May 2018
MUSIC	J536/02	15th May 2018
PE: PERF IN PHYSCL EDCTN VST MOD	J587/03	31st March 2018
PERSIAN: SPEAKING	A822/01	15th May 2018
POLISH SPEAKING	46853	15th May 2018
IT	5IT0206	15th May 2018
SPANISH SPEAKING	8698/SF	9th April - 11th May 2018
GREEK SPEAKING	5GK0201	15th May 2018
ARABIC SPEAKING	5AR0201	15th May 2018
URDU SPEAKING	5UR022A	15th May 2018

Cockshut Hill 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.

Cockshut Hill 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, including the marking and quality assurance 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. Cockshut Hill 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.

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

1. Cockshut Hill 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.
2. Cockshut Hill School will 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.
3. Cockshut Hill School will, having received a request for copies of materials, promptly make them available to the candidate within 1 working day.
4. Cockshut Hill School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of marking **must** be made in writing within 2 days of receiving copies of the requested materials by completing the internal appeals form.
6. Cockshut Hill School will allow 2 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.
7. Cockshut Hill School will 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.
8. Cockshut Hill School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

9. The candidate will be informed in writing of the outcome of the review of the centre's marking.
10. The outcome of the review of the centre's marking will be made known to the head of centre and will be logged as a complaint. 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.

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

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 the 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

### **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 Cockshut Hill School compliance with JCQ's *General Regulations for Approved Centres 2017-2018, section 5.14* 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 exams officer.

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 in their Examination Handbook and School's website.

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.

*Enquiries 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.

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 supported by the centre.

Where the centre does not uphold a request from a candidate the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or his/her 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 by completing the **internal appeals form** within 10 calendar days of notification of outcome of the enquiry.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.

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 (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.

The **internal appeals form** 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**. 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.

**Before deciding whether to appeal you should consider the following:**

- A clerical re-check and post-results review of marking was carried out by an appropriate Senior Examiner.
- The appeals process is available to **centres** who remain dissatisfied after receiving the outcome of an enquiry about a result.
  - You are unable to make an appeal yourself.
- Appeals are made in writing to the awarding body by the Principal, which clearly states the ground for appeal.
- The grounds for appeal **must** relate to the awarding body's procedures of the

application of the post-result service procedure.

- **Appeals do not generally involve further reviews of your work.**
- **The appeals process will consider if the awarding body's procedures are consistent with the regulators 'Code of Practice' prior to submitting an appeal.**
  - Awarding bodies may charge a fee for an appeal.
- Appeals **must** be submitted within **10 calendar days** of the notification of the outcome of the enquiry.

If you feel the awarding body has not followed the correct procedures when re-marking your paper:

Make an appointment with the Head of Subject to discuss your concerns. If they feel that the awarding body has not been consistent with the regulators 'Code of Practice', they will refer your case to the Principal who will then make the decision as to whether to proceed with an appeal.

### **BCS QUALIFICATIONS:**

- Learners who are unhappy with any aspect of the assessment and award process should discuss the problem with their subject teacher or centre manager.
- The Centre will keep a record of such discussion together with the date and outcome.
- If a learner is not able to resolve an appeal at the approved centre then he/she has the right to appeal to BCS via the Centre Manager. Appeals must be made to BCS within 20 days of the assessment.
- During any stage of the Appeals Procedure the Learner is entitled to be represented or accompanied, should they wish.
- Assessments are undertaken using automated testing software which has been approved by the ECDL Foundation. In the event of a Learner raising a complaint the assessment report that will have been produced by the system will be fully discussed with the learner.
- An action plan will be agreed and a further assessment date scheduled. In some circumstances the Learner may be offered a free re-test (e.g. if there had been hardware or software problems).

Head of Centre:

Examinations Officer:

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Date:.....