

Queen's College London (10256)



Internal Appeals Procedure 2018-19

This policy is reviewed annually to ensure compliance with current regulations.

Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Mr Richard Tillett - Principal
Exams officer line manager (Senior Leader)	Mr Mark Wardrop - Senior Tutor (Academic Deputy Head)
Exams officer	Mr James Lyne
SLT member(s)	Mr Richard Tillett - Principal Mr Mark Wardrop - Senior Tutor (Academic Deputy Head) Dr Susannah Abbott - Pastoral Deputy Head Mr Eric Wilkins - Assistant Head (Head of Senior College) Mr Crispin Morton - Bursar Mrs Emma Webb - Headmistress of QC Prep School

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 Queen's College's compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, section 5.13 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..."

Procedures for Accessing Post-Results Services

Following the issue of results, awarding bodies make post-results services available. These fall into two categories – ATS (Access to Scripts) and Review of Results (RoRs).

Reviews of Results (RoRs) 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)

With notification of their results the Examinations Officer provides candidates with written information (by both email and with posted or collected results slips) about the post-results services offered by each examination board. This includes the nature of the services, deadlines for submission of service requests and fees. In addition, candidates are advised to consult with their teachers prior to making a post-results service submission.

Candidates submit their post-results service requests through the Examinations Officer who processes the requests via examination board websites. The Examinations Officer keeps a record of the requests (both electronic and hard copy). Results of the post-results service requests are conveyed by examination boards to the Examinations Officer, who then passes on the results (usually by email) to candidates and other interested parties within the College.

Where teachers request scripts from examination boards written consent is sought by teachers from the candidates before the request is made using a pro-forma. Informed consent via candidate email is accepted. Also, where a review of results is requested, written consent is obtained from the candidate before the request is made using another pro-forma. Where the College has initiated the script request the fee is paid by the College, otherwise, it is paid by the candidate. In some circumstances, the College will pay for a review of results, but not before receiving the candidate's consent. In most cases, the candidate will pay the fee for a review of results.

Where the College feels there have been errors made in external moderation the Senior Tutor (in consultation with teaching staff) will initiate a review of moderation. This is processed by the Examinations Officer through examination boards' websites. However, this is only carried out with the examination board's assurances that individual candidates' grades are protected. Results of moderation reviews are conveyed by examination boards to the Examinations Officer, who then passes the results to all interested parties within the College. A decision is then made by the Principal and the Senior Tutor as to how the results are to be delivered to candidates.

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. Candidates are given written notification of the dates that results will be issued and asked

to provide email addresses to which copies of results can be sent. Candidates are also invited to come in to College on results day to collect results slips and speak to members of the teaching staff, who are either present in College or contactable by telephone, the telephone numbers having been collected and recorded by the Examinations Officer, who is also present to advise on post-results services.

Disagreement Between Candidate and Centre

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the centre, 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 a review, an appeal can be submitted to the centre using the **internal appeals form** at least one week prior to the internal deadline for submitting an RoR.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting a 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 head of centre is satisfied after receiving the RoR outcome, but the internal candidate (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 and the centre's internal appeals arrangements. 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 RoR. 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 review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant on the submission of the internal appeals form. 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.

Please note that an appeal can only be made on procedural grounds, not because of dissatisfaction with the mark issued in the RoR process,

Internal appeals form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- an internal assessment decision**
- the centre decision not to support an enquiry about results**
- the outcome of an enquiry about results**

Name of appellant	Candidate name <i>if different to appellant</i>
Awarding body	Unit/module/exam paper code
Subject	Unit/module/exam paper title

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against an internal assessment decision

Appellant declaration

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents. I also understand the appeal may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

Appeal against the centre decision not to support an enquiry about results

Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results

Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated and returned to the EO, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

The internal appeals procedures for Queen's College have been produced to demonstrate compliance with the following:

JCQ General Regulations for approved centres <http://www.jcq.org.uk/exams-office/general-regulations>

Centre assessed work

(Controlled assessments, coursework, non-examination assessments and portfolios of evidence)

5.7 The centre will:

- d) 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;

Post-Results Services and Appeals

5.13 The centre will:

- a) have in place **written** procedures for how it will deal with candidates' requests for access to scripts, clerical checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures **must be** made widely available and accessible to **all candidates**. Candidates **must** be made aware of the arrangements for post-results services **before** they sit any examinations **and** the accessibility of senior members of centre staff immediately after the publication of results;
- b) ensure that all internal candidates are made aware that all post-results service requests must be made through the centre;
- c) ensure that candidates have provided their **written consent** for clerical checks, reviews of marking and access to scripts services offered by the awarding bodies **after the publication of examination results**;
- d) submit requests electronically for clerical checks, reviews of marking, reviews of moderation and access to scripts **by the published deadline(s)** in accordance with the JCQ publication Post-Results Services;
- e) submit requests for appeals in accordance with the JCQ publication A guide to the awarding bodies' appeals processes ;
- f) ensure outcomes of clerical checks, reviews of marking, reviews of moderation and appeals are made known to candidates;
- g) **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 check, a review of marking, a review of moderation 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.)

4.4 Submission of requests

4.4.5 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 a review of marking 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 a review of marking, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Centres are encouraged to extend the formal appeals procedure to any private candidates. **As regards internal candidates, awarding bodies can only enter into discussions over post-results services with centres.**

5. 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. In relation to internal candidates, awarding bodies can only enter into discussions over appeals with centres. Awarding bodies will accept appeals directly from private candidates where the centre refuses to submit the appeal on the private candidate's behalf.

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

13. 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.

Further guidance to inform and implement appeals procedures

JCQ publications

- ▶ *General Regulations for Approved Centres*
<https://www.jcq.org.uk/exams-office/general-regulations>
- ▶ *Post-Results Services*
<https://www.jcq.org.uk/exams-office/post-results-services>
- ▶ *JCQ Appeals Booklet*
<https://www.jcq.org.uk/exams-office/appeals>
- ▶ *Notice to Centres - Reviews of marking (centre assessed marks)*
<https://www.jcq.org.uk/exams-office/coursework>
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- ▶ *Notice to Centres – informing candidates of their centre assessed marks*
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual publications

- ▶ *GCSE (9 to 1) qualification-level conditions and requirements*
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- ▶ *GCSE (A* to G) qualification-level conditions and requirements*
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>
- ▶ *GCE qualification-level conditions and requirements*
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>
- ▶ *Pre-reform GCE qualification-level conditions and requirements*
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>