



Ebbfleet Academy

Internal Appeals Procedure

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Purpose of the procedure

This procedure confirms Ebbsfleet Academy Academy's compliance with JCQ's General Regulations for Approved Centres (section 5.3x) that the centre will:

- **have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration**

This procedure covers appeals relating to:

- **Internal assessment decisions (centre assessed marks)**
- **Centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal**
- **Centre decisions relating to access arrangements and special consideration**

Centre decisions relating to other administrative issues

Appeals against internally assessed marks procedure

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Ebbsfleet Academy and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation

This procedure confirms Ebbsfleet Academy Academy's compliance with JCQ's General Regulations for Approved Centres, 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

Ebbsfleet Academy is committed to ensuring that whenever its' staff mark candidates' work, this is done fairly and in accordance with the awarding body's specification and subject-specific associated documents.

Ebbsfleet Academy ensures that all centre staff follow a robust *Non-examination Assessment Policy* (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments. 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. Ebbsfleet Academy is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher is 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 the appeals procedure below to consider whether to request a review of the centre's marking.

Ebbsfleet 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. Inform candidates that they may request copies of materials (for example, as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment.
4. Having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that the originals will be shared under supervised conditions).
5. Inform candidates they will not be allowed access to original assessment material unless supervised.
6. Provide candidates with sufficient time in order 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.
7. 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 must be made in writing after receiving copies of the requested materials.
8. Allow 5 calendar 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 for the submission of marks.
9. 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 for the component in question and has no personal interest in the outcome of the review.
10. Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
11. Inform the candidate in writing of the outcome of the review of the centre's marking.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. 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. This process is outside the control of Ebbsfleet Academy and is not covered by this procedure.

**Requests for a Review of Results:
Appeals against the centre's decision not to support a clerical check, a review of results, a review of moderation or an appeal**

This procedure confirms Ebbsfleet Academy Academy's compliance with JCQ's General Regulations for Approved Centres 2022-2023 (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

On results day, senior members of staff will be available until 12.00pm.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking.

Review of Results (RoR)

- Service 1 (Clerical re-check)

This is the only service that can be requested for objective tests (multiple choice tests)

- Service 2 (Review of marking)
- Priority Service 2 (Review of marking) This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation) This service is not available to an individual candidate

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Following examination results, there is a short period of time in which a RoR can be made to the awarding body.

This includes a clerical re-check of the marks or a review of results. The awarding body charge a fee for these services.

A request for a RoR can only be made by the Academy and the Academy will only support this if it feels there is a good chance that the grade will improve. Following a RoR, grades can stay the same, improve or go down.

Candidates must give their written consent for a clerical re-check or a review of results to be made.

Parents/carers and candidates must be made aware of the awarding bodies' deadline for a RoR. Normally the end of September.

If the school will not support a RoR, the candidate can pay the fee and request that the Academy make the enquiry on their behalf. If the grade does improve, this fee will be refunded.

Appeals

Should the Academy not support a RoR and the candidate or parent/carer does not want to pay the fee, a letter from the candidate or parent/carer must be written to the Principal advising why they feel a RoR should be made.

In view of the time available to make a RoR, the Principal must reply within five working days (this is subject to how close to the deadline the date is).

If the Principal upholds the decision that a RoR would not benefit the candidate and the candidate or parent/carer wants to complain further, the latter should refer to *Ebbsfleet Academy's Complaint and Appeals Procedure*.

Following the outcome of the RoR, there is a possibility of an appeal to the awarding body. This appeal must be made by the Head of Centre at the Academy. The awarding bodies will not accept appeals made by candidates or parents/carers.

The Head of the Centre will only make an appeal if convinced that the awarding body has not followed due procedure. 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.

There are several stages of appeals and a fee is charged at each stage. These appeals will take several months to complete.

Where the head of centre is satisfied after receiving the 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 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*.

The **internal appeals form** should be completed and submitted to the centre within 15 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 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.

Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Ebbsfleet Academy's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3x) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding centre decisions relating to access arrangements and special consideration

Ebbsfleet Academy will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and reasonable adjustments

In accordance with the regulations, Ebbsfleet Academy

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates AARA (Importance of these regulations)

Special consideration

Where Ebbsfleet Academy can provide signed evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include Ebbsfleet Academy's decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Ebbsfleet Academy makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- An Internal appeals form should be completed within 5 calendar/working days.

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 5 calendar/working days.

If the appeal is upheld, Ebbsfleet Academy will proceed to implement the necessary arrangements/submit the necessary application.

Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause Ebbsfleet Academy to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Ebbsfleet Academy may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 5 calendar/working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 5 calendar/working days of the appeal being received and logged by the centre.

