



# Melton Vale Sixth Form College

## Internal appeals procedures

2018/19

These procedures are reviewed annually to ensure compliance with current regulations

<b>Approved/reviewed by</b>	
	
<b>Date of next review</b>	October 2019

## Key staff involved in internal appeals procedures

<b>Role</b>	<b>Name(s)</b>
Head of centre	<b>Kirstie Black</b>
SLT members	<b>Natasha Roberts</b>
Heads of Faculty	<b>David Wilson, Laura Procter, Claire Preston</b>
Exams Manager	<b>Julie Shaw</b>

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

This procedure confirms Melton Vale Sixth Form College's (MV16) compliance with JCQ's *General Regulations for Approved Centres 2018-2019, section 5.7* 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. 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 and GCE qualifications (legacy GCE coursework, GCE and 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 2019 exam series)

Date	Qualification	Details
15/05/2019	GCE	Final date for submission of centre assessed marks (AQA, OCR and Pearson)
31/05/2019	GCE	Final date for submission of centre assessed marks for Art & Design subjects (AQA)

MV16 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.

MV16 ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCE 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. MV16 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 the appeals procedure below to consider whether to request a review of the centre's marking.

1. MV16 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. MV16 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. MV16 will, having received a request for copies of materials, promptly make them available to the candidate within **7 calendar days**.
4. MV16 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 **7 calendar days** of receiving copies of the requested materials by completing the **internal appeals form** with a fee of £50.
6. MV16 will allow **10 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.
7. The head of centre 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. The head of centre 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 by the Head of Centre.

**The** outcome of the review of the centre's marking will be made known to the head of centre. 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 nationally. The mark submitted to the awarding body is subject to change and should therefore be considered provisional. This process is outside the control of MV16 and is not covered by this procedure.

## **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 MV16'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..."

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 included with the candidate's results by the exams manager.

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 by through the exams assembly and student exam handbook.

If the centre or a candidate has a concern and believes a result may not be accurate, a **review of the result** may be requested.

**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)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an **RoR** 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 candidate must seek advice from the relevant subject teacher or member of SLT. The centre will pay only when the enquiry is made by the head of subject for an individual or cohort review of marking which has been approved by the head of centre.
- should a candidate insist on a review of results, the candidate must pay the appropriate fee and a request will be made to the awarding body on the candidate's behalf. The request & payment must be received by the Academic Services Office by the internal deadline indicated on the centre's RoR request form. (see example on page 8)

If the candidate believes there are grounds to appeal against the centre's decision not to support a **review**, an internal appeal can be submitted to the centre by completing the **internal appeals form** at least 7 calendar days prior to the internal deadline for submitting a **RoR**. The candidate (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 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 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 7 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 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 (fees are available from the exams manager). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the candidate by the centre.

## Internal appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

<b>Candidate Name</b>		<b>Exam Number</b>	
<b>Awarding body</b>		<b>Exam paper code</b>	
<b>Subject</b>		<b>Exam paper title</b>	

Please state the grounds for your appeal below

*(If applicable, tick below)*

- Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking  
*If necessary continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed*

Candidate (Appellant) signature:

Date of signature:

**This form must be signed, dated and returned to the exams manager on behalf of the head of centre to the timescale indicated in the relevant appeals procedure**

# SUMMER 2018 EXAMS - SAMPLE ONLY

Version: 2017/18

## Application for a Review of Results (RoR's)

Please fill in all sections of these forms (USE BLOCK CAPITALS)

### Personal Details:

Surname: \_\_\_\_\_ Forename(s): \_\_\_\_\_ Candidate Number: \_\_\_\_\_

Contact Phone no: \_\_\_\_\_ E-mail: \_\_\_\_\_

### Exam Details:

Subject Name	Level AS/A2	Exam Board	Unit number/code to be reviewed	Service Required Service 1/Priority 2/Service 2	Fee £

Authorised by: \_\_\_\_\_ Received by: \_\_\_\_\_ Cheque/Cash Date: \_\_\_\_\_

### Instructions:

1. Read and sign the JCQ Candidates Consent form attached to this form.
2. Complete this form and obtain the signature/permission of the Head of Centre (HOC) or person designated by HOC to authorise RoR's
3. If you require a copy of the reviewed script please also complete an Access to Script application form and hand both forms in together with the appropriate fees.
4. Bring the form and the fee (for fee structure please see reverse of this form) to Academic Services. Payment may be in cash, or by cheque payable to 'NET – Melton Vale P16'

**Remember Grades (may also be lowered)**



## Complaints and appeals log

On receipt, all appeals will be assigned a reference number and logged

The outcome of any reviews 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.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

