



## INTERNAL APPEALS AND PROCEDURE POLICY

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

This procedure confirms Jesmond Park Academy's compliance with JCQ's *General Regulations for Approved Centres 2023-2024, 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 and GCE qualifications (GCSE controlled assessments, 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) which contribute to the final grade of the qualification, are then submitted by the deadline set by the awarding body for external moderation.

#### Deadlines for the submission of marks (2023 - 2024 exam series)

Date	Qualification	Details
05.11.2023	GCSE En Resit (Nov Series)	AQA
05.05.2024	GCSE	WJEC
07.05.2024	GCSE (see Art & Drama below)	AQA
15.05.2024	GCSE & GCE	OCR and EDEXCEL (AQA & WJEC - GCE only)
31.05.2024	GCSE Art and Drama	AQA

Jesmond Park Academy 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.

Jesmond Park 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. Leaders of Teaching and Learning will ensure this for their staff involved. Jesmond Park Academy 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 marking standards 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.

Subject teachers 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.. Jesmond Park Academy 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. Jesmond Park Academy will 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.

**Step 1 of the procedure detailed below must be initiated by candidates within 5 working days (2 working days for Art or Photography) of receiving a centre assessed mark.**

**Teachers carrying out internal assessment must keep a record of when marks are released to candidates. Marks should only be released once internal standardisation has taken place.**

**Timescales relating to Art & Design subjects are necessarily shorter due to the nature, timing and length of their non-exam assessment.**

## Step 1

The candidate must first request copies of materials from the teacher who marked the work, and this teacher will promptly make them available to the candidate, (or for some marked assessment materials, such as art work and recordings, inform the candidate that these will be shared under supervised conditions) **within 2 working days**. The teacher will inform the course leader that the request has been made.

The teacher will inform candidates that they will not be allowed access to original assessment material unless supervised.

## Step 2

Once the materials have been provided, Jesmond Park Academy will provide the candidate with **5 working days (2 working days for Art or Photography)** in which to review the materials. During this time the candidate must discuss the matter with the original teacher who marked the work at a time convenient to both: the teacher should at this point inform the candidate that his/her marking has been subject to internal standardisation procedures and has therefore already been checked. The teacher will inform the candidate that if their decision is to request a review, they will need to explain on what grounds they wish to do so, as a review of an internally assessed mark will only focus on the quality of work submitted. The teacher will then consider the candidate's concerns, look again at the work and email the candidate an immediate response in writing using school email addresses, and copying in both the course leader and the Examinations Manager; the teacher should inform the candidate in the email that just as in reviews of marking of exam papers, the original mark awarded can go down as well as go up or stay the same.

In most cases the discussion will resolve the issue, and no further action will be needed. The course leader in charge of internal moderation must be informed if the teacher agrees that the mark should be changed in any way.

## Step 3

However, if the issue is not resolved through dialogue in step 2 and the candidate wishes to formally request a review of marking, this **must** be made in writing within 5 working days of receipt of the email in step 2 (2 working days for Art or Photography) of the meeting with the original teacher who marked the work, by completing the internal appeals form which is to be handed to the Examinations Manager.

## Step 4

Jesmond Park Academy 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 for the component in question and has no personal interest in the outcome of the review. Jesmond Park Academy will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

## Step 5

Jesmond Park Academy will carry out the review, make any necessary changes to marks and email the candidate with the outcome within 5 working days, all before the awarding body's deadline for the centre to submit the marks. The candidate will also be informed in a letter of the outcome of the review of the centre's marking.

## Step 6

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. The head of centre will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. 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.

The awarding body will be informed if the centre does not accept the outcome of a review.

**The moderation process which is carried out by the awarding bodies, after centres have submitted marks, 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 Jesmond Park Academy and is not covered by this procedure. JCQ regulations state that "candidates or parents/carers are not permitted to make direct representations to an awarding body".**

## **2. Appeals against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal**

This procedure confirms Jesmond Park Academy's compliance with JCQ's General Regulations for Approved Centres 2023-2024 (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 an online applications for a clerical re-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 office.

Candidates are also informed of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results, **before** they sit any exams. This information will be provided in exam briefings held before the exam series. Details of post results services will also be provided with exam timetables or posted on the school website.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

### **Reviews of Results (RoRs):**

- 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 available for externally assessed components of both unitised and linear 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

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, the centre will:

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking
2. In all other instances, consider accessing the script by:
  - a) (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
  - b) (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
3. Collect informed written consent/permission from the candidate to access his/her script
4. On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted
7. Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 2) is submitted to the awarding body. Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent must only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of **all** candidates in the original sample

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:

- For a review of marking (RoR priority service 2), advise the candidate he/she may request the review by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre
- For a review of marking (RoR service 1 or 2), first advise the candidate to access **a copy of his/her script** to support a review of marking by providing written permission for the centre to access the script (and any required fee for this service) for the centre to submit this request
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee for this service) for the centre to submit this request
- Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by completing the internal appeals form at least 7 working days prior to the internal deadline for submitting a request for a review of results.

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 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 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 the awarding body issuing 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 Jesmond Park 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

Jesmond Park 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, Jesmond Park 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 Jesmond Park 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 Jesmond Park 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 Jesmond Park 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 and submitted to the Exams Office (within timescales aligned to JCQ regulations) following the decision being made known to the appellant.

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 timescales aligned to JCQ regulations following the appeal being received and logged by the centre.

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

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This procedure is informed by the JCQ publications [A guide to the awarding bodies' appeals processes](#) (section 3), [Suspected Malpractice: Policies and Procedures](#) (section 3.3), [General Regulations for Approved Centres](#) (section 5.4), [Access Arrangements and Reasonable Adjustments](#) (Importance of these regulations) and [A guide to the special consideration process](#) (sections 1, 2, 6)



## Appeals regarding centre decisions relating to other administrative issues

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

Where Jesmond Park 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 timescales aligned to JCQ regulations, of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal, within timescales aligned to JCQ regulations, following the appeal being received and logged by the centre.

## Internal Appeals form

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

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- 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 re-check, a review of marking, a review of moderation or an appeal
- Appeal against the centre's decision relating to access arrangements or special consideration
- Appeal against the centre's decision relating to an administrative issue

\*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type		Exam paper title	
Subject			

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

Appellant Signature:

Date of Signature:



## 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 (A guide to the awarding bodies' appeals processes)  
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres – Informing candidates of their centre assessed marks  
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

### Ofqual publications

- GCSE (9 to 1) qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>

GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>

**This document is reviewed annually to ensure compliance with current regulations.**

**Approved by the Board of Trustees on 18 January 2024**