



St Mary Redcliffe
and Temple School

Internal Appeals Policy

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Purpose of the process

If a student does not agree with the coursework marks awarded by a teacher, it is hoped that the disagreement can be resolved by a discussion between the teacher and the student concerned which more fully explains the criteria and rationale behind the marking.

If the matter cannot be resolved then the student may appeal to the Deputy Headteacher (Learning & Achievement), who will put into action the agreed appeals process.

Informing students:

Students are made aware in the GCSE Coursework and Homework booklet and in the 6th Form Guide to Exams and Coursework that appeals against coursework marks can be made, to whom, and within what timeframe. These booklets state:

“You should be given the mark of any coursework before it is submitted. You will not be given a grade, since this can vary based on the moderation process or the setting of grade boundaries by exam boards. If you believe that the mark you have been given does not match the official marking criteria, then you are entitled to appeal to Mr Taylor Deputy Headteacher (Learning & Achievement) who will investigate. This appeal should be made within five working days of receiving the marks.”

School Procedure for appealing elements of External Examinations which are Internally Assessed

Procedure

- Departments should not submit marks to the exam board until at least five working days have elapsed from the giving of marks to students, unless unusual circumstances make this unavoidable, in order to hit the official deadline.
- Appeals submitted more than five working days after the student is given the marks can be accepted at the discretion of the Deputy Headteacher (Learning & Achievement), taking consideration of whether marks have already been submitted and the feasibility of an effective review prior to the formal exam board deadline.

If a student wishes to appeal about his/her internal assessment marks, then the following procedures should be followed:

1. The appeal should be made in writing to the Deputy Headteacher (Learning and Achievement) stating the details of the complaint and the reasons for the appeal.
2. The Deputy Headteacher should immediately notify the Exams Officer.
3. The Deputy Headteacher may delegate the Assistant Headteacher (Post-16) to carry out all subsequent stages of this process specific to the Deputy Headteacher role, if their expertise is considered more suited to the case in question for an A Level query.
4. The Deputy Headteacher or Exams Officer should immediately ascertain whether marks have been submitted to the exam board, act to prevent marks being submitted if this does not lead to the deadline being missed, and apply to the exam board for an extension of the deadline, if this is appropriate.
5. The Deputy Headteacher will send a copy of the appeal to the teacher and head of subject concerned. The teacher or head of subject will respond in writing to the Deputy Headteacher within 5 days of receiving the appeal.

6. If the decision of the teacher and head of subject is that an error has been made, then the marks will be adjusted and the revised mark communicated in writing to the student and parent/carer(s) prior to being submitted to the exam board, OR if they have already been submitted then a request for modification of the marks will be submitted to the exam board.
 7. If the teacher and the head of subject determine that the mark-scheme has been correctly applied, then they will make this case in writing to the Deputy Headteacher, who will adjudicate.
 8. If the Deputy Headteacher's adjudication is that the mark-scheme has been correctly applied, then this will be fed back in writing to the student and parent/carer(s). If the adjudication is that the Deputy Headteacher believes that the teacher and head of subject is in error, then the work will be re-marked and the revised mark communicated in writing to the student and parent/carers prior to being communicated to the exam board OR, if they have already been submitted, then a request for modification of the marks will be submitted to the exam board.
 9. If the student and/or parent/carer(s) are not happy with the written response, they can request a personal hearing. The student will need to request **this within 5 days of receiving a copy of the written response.**
 10. Upon receipt of the request for a personal hearing, a panel will be convened which will consist of the Deputy Headteacher (Learning and Achievement) or the Assistant Headteacher (post-16), if this has been delegated, along with a school governor. The Exams Officer will attend the meeting in a non-decision making capacity to take the minutes. The head of subject may be asked to attend for all or part of the meeting if appropriate.
 11. The student can be supported in the presentation of their case by one parent/carer/friend.
 12. Prior to the hearing, the student should be able to gain access to:-
 - A breakdown of the marks awarded to them by the centre for the internal assessment.
 - All comments recorded by the centre relating to their internally assessed work.
 - Any correspondence between the centre and the Awarding Body relating to their internally assessed work.
 - Information, if available at the time of the appeal, as to whether their work was sampled for moderation by the Awarding Body.
 - Relevant Awarding Body procedures for the conducting of internal assessments.
- This information will be requested from the teacher by the Exams Officer upon receipt of the student's request for a personal hearing. A copy will be provided to the panel members.
13. The decision reached by the panel and the reasons for the decision will be conveyed to the student by the Exams Officer in writing.
 14. The Exams Officer will inform the Awarding Body of the outcome of the appeal, if there has been a change to an internally assessed mark.
 15. The Exams Officer will maintain a written record of all appeals.

16. This time-frames outlined in this procedure may need to be adjusted should the appeal happen at the latest possible opportunity prior to the official exam board deadline for submission of marks and exam board not be willing to accommodate an extension of the period of time to allow the appeal to be conducted. The student and parent/carer will be informed of any such adjustment as soon as it is known.

School Procedure for appealing elements of External Examinations which are Externally Assessed

Student Applications for Post Results Enquiry

If a student does not agree with the marks awarded by the Awarding Body, then they can apply for a Post Results Enquiry about Results. Students are required to pay the fee charged by the awarding body for this enquiry. If their result changes as a result of the enquiry, then the school will refund the fees.

- Applications must be received by the deadline and have signature to confirm candidate consent.
- Where marks cannot be appealed by candidates individually, because they are the result of an adjustment of the school's marking by an external moderator, then students may make a request to the school to consider the situation but the school's decision as to whether to appeal the moderation is final, since the outcome of this may lead to other students' marks going down as well as up.
- JCQ does not allow students to individually appeal the outcome of a post-results enquiry about results. Students may make a request to the school to appeal the outcome on their behalf, but, given that such an appeal can only be made on the grounds of the exam board failing to properly follow procedure, the school's decision as to whether to do so on the basis of our judgment as to whether a case can legitimately be made is final.

Department Applications for Post Results Enquiry

If the Head of Department does not agree with the marks awarded by the Awarding Body, then they can apply for a Post Results Enquiry about Results. The fees will be transferred from the departmental budget to the exams budget at the time of request, if their results change as a result of the enquiry, then the refunded fees will be transferred back from the exams budget to the departmental budget.

Applications must have the signature of all relevant students to confirm candidate consent and be received by the exams office by their published deadline.

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