

Appendix 15: Internal Appeals

This procedure confirms Watford Grammar School for Girls' 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

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

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed

Once candidates' work has been marked, and internal moderation completed, the candidate will receive their mark. This will be returned to them on the WGGs 'NEA mark' sheet. This sheet will also have details of the measures which are in place to ensure accurate marking and moderation, and information about how to request a review.

1.1 Process for a candidate to request a review

The candidate may also request a copy of the mark scheme which has been applied to their work, to help them understand their mark. The process which will be followed with any candidate requesting a review will be as follows:

- The candidate will need to complete a WGGs 'Request for NEA mark review' form. She will need to sign this form. On this form, the student will need to state, precisely, the areas of her work which she feels have been wrongly assessed. By signing, she will acknowledge that the review may lead to a change in her mark, and this change could involve the mark going up or down or staying the same.
- The candidate will need to return this form, either in person or electronically, to the Examinations Officer.
- There will be a strict deadline for the return of this form:
 - a. The deadline will be printed on the 'NEA mark' sheet. In line with JCQ guidance, the deadline will normally be at 4pm on the fifth school day which follows the day on which the candidate received her mark. For example, if the candidate receives her mark on a Monday, she must return the form to the Examinations Officer by 4pm on Monday of the following week. Occasionally, a slightly shorter deadline may be needed, an eventuality which JCQ guidance acknowledges is acceptable. In all cases, students will be told clearly when the deadline is for their work.
 - b. Reviews may not be completed if forms are returned after this deadline.
 - c. This deadline is necessary to ensure that the review can be completed before marks are submitted to the Awarding Body. The school does not want the marking review

process to lead to additional restrictions, for all candidates, on the time available to complete their NEA. This means it is necessary to limit the amount of time available to request a review of marking.

- d. Candidates will be charged when they request a review of an NEA mark. The purpose of this is to cover the staff and administration costs associated with the process. All money collected in this way will be kept separate from general school funds and will only be used for costs linked to the public examination system. The charge made will be in line with the charges made by Awarding Bodies for Enquiries about Results. If an NEA mark is adjusted as a result of the review, the candidate will be refunded any money she has paid. The school will make provision to ensure that Pupil Premium students (and those KS5 students experiencing severe financial hardship) are able to request NEA reviews without payment.
- Once a 'Request for NEA mark review' form has been received, the Examinations Officer, in consultation with the Senior Leadership Team, will arrange for a review of the mark awarded to the NEA. The review will be conducted 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.
 - When the review has been completed, the candidate will be informed in writing of its outcome. This will be within three school weeks of the request for review being received.
 - 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. 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.

1.2 Timeline for review

Students must submit NEA to their teachers by the internal deadline set by the teachers in order for the process outlined in this document to apply. The school cannot guarantee that it will be able to offer a review of marks, as set out above, if work is submitted late.

1.3 Outcome of review

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of WGS and is not covered by this procedure.

2. Clerical re-checks, reviews of marking, reviews of moderation or an appeal

Following the issue of results, awarding bodies make post-results services available.

Candidates are made aware of the arrangements for post-results services prior to the issue of results.

Candidates are also informed of the periods during which 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.

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

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

1. Where a place at university or college is at risk, submit a request for a Priority Service 2 review of marking
2. In all other instances, offer the candidate an appropriate post-results service (access to scripts or Review of Results). It is the policy of the school to charge the candidate the exam board fee for this service. Students in financial need should speak with the Exams Officer about how they can be supported. Written consent will be obtained from the candidate before any post-results service is requested.
3. 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

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

1. 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
2. Consult the moderator's report/feedback to identify any issues raised
3. 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
4. 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

Following the Review of Results 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 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.

3. Appeals regarding centre decisions relating to access arrangements and special consideration

Full details of how candidates are assessed for Access Arrangements are included in the school's Access Arrangements policy.

If a candidate who is the subject of a decision about access arrangements or reasonable adjustments (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. This should be made to the SENDCO in the first instance.

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 person making the appeal will be informed within 30 days of the outcome.

Special consideration

Candidates are informed that should they be affected by temporary disadvantage at the time of the exam, they should complete an online form.

All submissions on the form will be reviewed by the Exams Officer, and appropriate Head of Year and Director of Key Stage. Those which meet the JCQ criteria will be submitted.

A candidate who has submitted a submission which does not meet the JCQ criteria will be informed in writing. If they disagree with this decision, they must write to the Head of Centre, who 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 person making the appeal will be informed within 30 days of the outcome.