



Internal appeals procedure

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 (marked) by Epsom College and internally standardized. 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 Epsom College'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-results 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)
- Epsom College's approach to post-results services
- Epsom College's decisions relating to access arrangements and special consideration
- Epsom College's decisions relating to other administrative issues

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

Epsom College ensures that all staff follow a robust *Non-examination assessment policy* (for the management of BTEC, 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. Epsom College is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one teacher is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their 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 the appeals procedure below to consider whether to request a review of Epsom College's marking.

Epsom College will

1. ensure that candidates are informed of their assessed marks so that they may request a review of Epsom College'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 (generally 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 Epsom College'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) within three calendar days
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 Epsom College's marking. Requests will not be accepted after this deadline. Requests must be made in writing within five calendar days of receiving copies of the requested materials by completing the **internal appeals form** and submitting it to the Director of Examinations
8. allow five 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
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 Epsom College

11. inform the candidate in writing of the outcome of the review of Epsom College's marking

The outcome of the review of Epsom College's marking will be made known to the Head who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request. The awarding body will be informed if Epsom College does not accept the outcome of a review

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 Epsom College, whereas moderation by the awarding body ensures that Epsom College marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

2. Appeals relating to centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms Epsom College's compliance with JCQ's *General Regulations for Approved Centres*, 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 application 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 at the time of publishing results.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the availability of senior members of Epsom College staff immediately after the publication of results. Candidates are informed by the Epsom College Public Examinations Handbook and in verbal briefings.

If Epsom College 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:

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 only available for externally assessed components of GCE A-level specifications. Individual awarding bodies 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, Epsom College staff (usually the Head of Department) 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 Epsom College supports any concerns.

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). 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 result as originally awarded. Candidate consent can only be collected after the publication of results.

All RoR services are paid for by the candidate. Requests for RoRs are always accommodated.

For any moderated components that contribute to the final result Epsom College 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 Epsom College'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 grounds to submit a request for a review of moderation for the work of all candidates in the original sample

Following the RoR outcome, an external appeals process is available if the head of centre (Head) 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 (Head) 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 (Head). Following this, the head of centre (Head)'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.

Awarding body fees which may be charged for the preliminary appeal must be paid to Epsom College by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams office). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by Epsom College.

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

This procedure confirms Epsom College'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

Epsom College 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

In accordance with the regulations, Epsom College:

- Recognizes 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 it provides to disabled candidates;
- Complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Epsom College recognizes that failure to comply with regulations has 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 (with the exception of charging a fee for an access arrangements assessment)

Where Epsom College 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 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.

If a candidate who is subject to a decision regarding access arrangements, reasonable adjustments or special consideration (or the candidate's parent/carer) disagrees with the decision and reasonably believes that Epsom College has not complied with its responsibilities or followed due procedures, an internal appeals form should be submitted to the Director of Examinations. This should detail the candidate's concern and must be submitted within five days of the decision being made known to the candidate.

To determine the outcome of the appeal the Head (Head of Centre) will consult the respective JCQ publication to confirm that the Epsom College has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The candidate will be informed, in writing, of the outcome of the appeal within three working days.

If the appeal is upheld Epsom College will proceed to implement the necessary arrangements.

4. Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause Epsom College to make decisions on administrative issues that may affect a candidate's examinations/assessments. These may include circumstances such as not accepting work after an internal deadline has passed, not accepting a request for an appeal relating to internal assessment decisions after the deadline has passed, or other decisions relating to administrative issues.

If a candidate disagrees with an administrative decision and reasonably believes that Epsom College has not complied with the regulations or followed due process, an internal appeals form should be submitted to the Director of Examinations. This should detail the candidate's concern and must be submitted within five days of the decision being made known to the candidate.

The candidate will be informed, in writing, of the outcome of the appeal within three working days.

Internal Appeals Form

This form should be completed in all cases to lodge an appeal against an internal assessment decision, a decision relating to access arrangements or special consideration, or an appeal relating to an administrative issue.

Name of appellant		Candidate name <i>if different to appellant</i>	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated and returned to the Director of Examinations, on behalf of the Head, to the timescale indicated in the internal appeals procedure.

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 process)*
<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>