

Internal Appeals Procedure 2015/16

It is an Ofqual and JCQ requirement for centres to have an internal appeals procedure relating to internal assessment decisions and enquiries about results.

JCQ's General Regulations (section 5.8) states that the centre must: "have in place, and be available for inspection purposes, a **written** internal appeals procedure relating to internal assessment decisions" while (section 5.14) states that the centre agrees to: "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 enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request)."

Ofqual's Code of Practice (section 9.13) states that:

"The awarding organisation must require centres offering its examinations to ensure that they have in place:

- i. a procedure for candidates or their carers to request access to the enquiry and appeals system
- ii. a procedure for lodging enquiries about results in cases where the centre supports an enquiry lodged by a candidate or carer
- iii. a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.

Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers."

This document has been completed after consulting JCQ's Appeals against internally assessed marks - suggested template for centres

This document sets out Oasis Academy Lister Park's internal appeals procedure.

Section 1 - Appeals procedure against internal assessment decisions

Oasis Academy Lister Park is committed to ensuring that internal assessments are marked and administered fairly, consistently and in accordance with the awarding body specifications and subject-specific associated documents.

This is ensured by:

- Subject staff having the necessary and appropriate knowledge, understanding, skills, and training in this activity;
- Subject staff authenticating candidates work according to the requirements of the relevant awarding body
- A process of internal moderation and standardisation led by nominated staff

An appeal against internal assessment decisions can be made, based on the above not being fulfilled.

All appeals at Oasis Academy Lister Park must follow the procedure detailed below.

(Note - appeals may only be made against the marking/assessment process not against the mark submitted by Oasis Academy Lister Park for moderation by the awarding body.)

Appeals should be made as early as possible and at least two weeks before the end of the last externally assessed paper in

- the examination series (e.g. the last GCSE written paper in the summer exam series)

- Appeals should be made using the internal appeals form completed by the candidate (or parent/carer)

The head of centre will appoint a member of the senior leadership team, who has no involvement in the assessment process

- for that subject to conduct the investigation

The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published

- requirements as detailed in the awarding body specification(s) and/or subject-specific associated documents

The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the

- awarding body and any changes made to internal assessment procedures

The outcome of the appeal 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 appeal bring any significant irregularity in

- procedures to light, the awarding body will be informed

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

Section 2 - Appeals procedure against centre decisions not to support an enquiry about results

Following the issue of results, the general qualification awarding bodies offer post-results services. Full details of these services, internal deadlines for requesting a service and fees charged will be provided by the exams officer.

The service, *enquiries about results* (EARs), may be requested by staff or candidates (or their parents/carers) at Oasis Academy Lister Park, if there are reasonable grounds for believing there has been an error in marking. If a query is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense. When Oasis Academy Lister Park does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or their parent/carer) believes there are grounds to appeal against the Oasis Academy Lister Park's decision not to support an enquiry, an appeal can be submitted to the centre using the internal appeals form at least

30 days

prior to the internal deadline for submitting an EAR.

Section 3 - Appeals procedure following the outcome of an enquiry about results

Where the head of centre remains dissatisfied after receiving the outcome of an EARs, an appeal will be made to the awarding body, following the guidance in the JCQ publications *Post-results services*

<http://www.jcq.org.uk/exams-office/post-results-services> and *A guide to the awarding bodies' appeals processes*

<http://www.jcq.org.uk/exams-office/appeals>

Where the head of centre is satisfied after receiving the outcome of an EAR, but the candidates and/or their parents/carers are not satisfied, they may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an appeal will be based upon Oasis Academy Lister Park's internal appeals arrangements.

Candidates, parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to

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at Oasis Academy Lister Park within **10 calendar days** of the notification of the outcome of the enquiry. Subject to the head of centre's decision, this will allow Oasis Academy Lister Park to process the appeal and submit to the awarding body within the required 14 calendar days.

Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on the internal appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by Oasis Academy Lister Park .

The internal appeals procedures for Oasis Academy Lister Park have been produced to demonstrate compliance with the following:

JCQ General Regulations for approved centres

<http://www.jcq.org.uk/exams-office/general-regulations>

Controlled Assessments, Coursework and Portfolios of Evidence

5.8 The centre agrees to

have in place, and be available for inspection purposes, an internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)

Post-Results Services and Appeals

5.14 The centre agrees to:

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 enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

JCQ *Post-results services*

<http://www.jcq.org.uk/exams-office/post-results-services>

6.4.5 Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.

JCQ *A guide to the awarding bodies' appeals processes*

<http://www.jcq.org.uk/exams-office/appeals>

12. Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

Ofqual *GCSE, GCE, Principal Learning and Project Code of Practice*

<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place:

iii. a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.

Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.

9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.

Further information can be obtained from:

<http://www.jcq.org.uk/exams-office/controlled-assessments>

<http://www.jcq.org.uk/exams-office/coursework>

<https://www.gov.uk/appeal-exam-result>

