



**Huxlow**  
Science College

# **Appeals Policy & Procedure**

**(including internal appeals and enquiries about results)**

## **2020/21**

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	November 2021

### **Key staff involved in internal appeals procedures**

<b>Role</b>	<b>Name(s)</b>
Head of centre	<b>Stephen Gordon</b>
Senior leader(s)	<b>Charlotte Wood/ Kim Isaksen</b>
Exams manager	<b>Lisa Gidney</b>

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## **Our Mission**

High quality education for all  
Opportunity and success for all  
Consideration and respect for one another

## **Our Vision**

“By working together we will be a caring community and an outstanding college. All of our students will enjoy and engage in their own learning whilst respecting the learning of others. They will work hard and respond positively in an orderly environment to the challenge of high expectations. They will achieve to the best of their ability socially, personally and academically. Our students will leave college equipped for a successful adult life.”

## **Introduction**

Huxlow Science College is an 11 – 18 co-educational comprehensive school with Specialist Science and Applied Learning status. It is situated in the town of Irthlingborough and also serves the surrounding areas of Finedon, Woodford, Great and Little Addington.

## **Objectives**

To meet the requirements of the Safeguarding and Every Child Matters agendas in particularly Enjoy and Achieve.

To ensure that the exam process is carried out in a way that maximises students’ potential to achieve.

## **Appeals Policy**

Huxlow’s policy is designed to promote quality, consistency, accuracy and fairness in assessment and awarding. In all cases, the final awarding decisions are taken by the Awarding Bodies: AQA; OCR; Edexcel; EDUCAS; CIE; CCEA; BCA: NCFE and others.

This document covers the schools’ policy in dealing with the Awarding Bodies, the Joint Council for Qualifications (JCQ), internal departments, officers of the school and any other parties involved in awarding matters.

## **Examinations and Procedures Relating to Examinations**

Examinations policy is decided by the Senior Leadership Team (SLT) with reference to the guidance and regulations supplied by the JCQ and the Awarding Bodies. The Examinations Manager is responsible to the Head of Centre for the day to day administration of the examinations system.

All candidates should note that the Awarding Bodies are often unable to process appeals and queries relating to the examinations process, timetabling, internal assessment or complaints from students or parents. All queries of this type must be raised in the first instance with Huxlow’s Examination Manager.

Appeals may be made to Huxlow in the event that a candidate disagrees with a centre decision not to support an enquiry about results or an appeal to the exam board.

Should a complaint relating to the administration of some part of the exams process be made against the Examinations Manager, this must first be notified to Charlotte Wood, Deputy Headteacher.

At the time of the exams, candidates must be aware of the JCQ ‘Warning to Candidates’, a copy of which is posted outside each examination room. During examinations, candidates must follow any instructions

given to them by the Examinations Manager, member of the Examinations Office staff or any Invigilator present.

Candidates must also be aware of the regulations regarding written examinations, the submission of coursework, particularly those relating to the proper acknowledgement of sources. Failure to do so can result in the Awarding Bodies or the JCQ setting penalties which can include official reprimands, loss of examination marks or in extreme cases the loss of all examination results and banning from future examinations.

Huxlow undertakes to run the examinations system in accordance with the published JCQ guidance, given in the Instructions for the Conduct of Examinations (I.C.E.) document, and others.

### **Mobile Phones and Examinations**

The possession of a mobile phone in an examination room, whether switched on or not, is an offence under JCQ regulation I.C.E. School policy is that mobile phones must not be brought into the examination room. Failure to observe this regulation will result in the loss of all results for the exam.

### **Internal Assessment**

In the Joint Council Code of Practice, the Awarding Bodies require school centres offering their examinations to:

- have a published appeals procedure relating to internal assessment decisions;
- make this document available and accessible to candidates.

The Awarding Body will moderate the assessed coursework/oral tapes and the final mark awarded is that of the Awarding Body. This mark is outside the control of Huxlow and is not covered by this procedure.

Huxlow will ensure that:

1. work submitted by the candidate for assessment has been authenticated as original work according to the guidance issued by the Joint Council;
2. at the beginning of the course, candidates are given written guidance about the Awarding Bodies regulations on the production of coursework and the school's deadlines for submission. Information about the school's appeals procedure, together with this document, will be given at the same time;
3. within each department, candidates are given adequate and appropriate time to produce the coursework;
4. internal assessments are conducted by staff who have an appropriate level of knowledge, understanding and skill;
5. the consistency of the internal assessment is secured through the departmental mark scheme or marking criteria and internal standardization, as necessary;
6. the staff responsible for internal standardization of a subject will attend any training sessions given by the relevant Awarding Body.

## 1. Appeals against 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 Huxlow Science College and internally standardised. 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 Huxlow Science College's compliance with JCQ's General Regulations for Approved Centres 2020-2021 (section 5.7) that the centre will:

- have in place and be available for inspection purposes, 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
- before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

### Deadlines for the submission of marks

Date	Qualification	Details	Exam series
	GCSE	tbc	Summer-21
	GCE	tbc Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)	Summer-21

Huxlow Science College 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.

Huxlow Science College 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 for GCE, GCSE, BTEC, Extended Project, Cambridge Nationals, Cambridge Technicals, and AQA Certificate qualifications, including the marking and quality assurance 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. Huxlow Science College 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 mark scheme to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

Huxlow Science College will

1. 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

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 (for example, as a minimum, a copy their 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 the centre'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 these will be shared under supervised conditions) within 7 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 the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 7 calendar days of receiving copies of the requested materials by email to [exams@huxlow.northants.sch.uk](mailto:exams@huxlow.northants.sch.uk)
8. allow 7 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 carried out 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
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
11. inform the candidate in writing of the outcome of the review of the centre's marking

The outcome of the review of the centre's marking will be made known to the head of centre 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 the centre 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 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.

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The procedure is informed by the JCQ publications [Instructions for conducting non-examination assessments \(6.1\)](#), [Reviews of marking \(centre assessed marks\) suggested template for centres](#). and [Notice to Centres -Informing candidates of their centre assessed marks](#)

## 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 Huxlow Science College compliance with JCQ's General Regulations for Approved Centres 2020-2021 (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 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.

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 and should be discussed with the subject teacher. Should a subject teacher recommend a review of a candidate's result, the candidate will need to complete the **Enquiries About Results and Appeals form** (appendix 1) and hand it in to the Exams Manager. Reviews requested by Huxlow Science College will not be charged for. Reviews requested by a student or parent against the recommendation of a teacher will incur the full cost of the review (all reviews resulting in a change of grade do not incur costs). Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Manager.

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 only available for externally assessed components of 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 consider:

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 review service (clerical re-check or review of marking) if any error is identified
6. Collect informed written consent from the candidate to request the review 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, (**Enquiries About Results and Appeals form** (appendix 1) or informed consent via candidate email) is required in all cases before a request for a review 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 7 calendar 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** (appendix 2) should be completed and submitted to the centre within 3 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 receiving 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 manager). 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.

# Appendix 1



## ENQUIRIES ABOUT RESULTS AND APPEALS Candidate consent form

### Information for candidates

The following information explains what may happen following an enquiry about a result and any subsequent appeal.

If your school or college makes an enquiry about a result, (a review of the original marking) and a subsequent appeal, for one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is lowered, so your final grade may be lower than the original grade you received.
- Your original mark is confirmed as correct, so there is no change to your grade.
- Your original mark is raised, so your final grade may be higher than the original grade you received.

In order to proceed with the enquiry about results, you must sign the form below. This tells the head of your school or college that you have understood what the outcome might be, and that you give your consent to the enquiry about results being made.

### Candidate consent form

Centre Number	Centre Name
Candidate Number	Candidate Name

### Details of enquiry (Awarding Body, Qualification level, Subject title, component/unit)

.....  
.....

**I give my consent to the head of my examination centre to make an enquiry about the result of the examination(s) listed above. In giving consent I understand that the final subject grade and/or mark awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same as the result which was originally awarded for this subject.**

Signed: ..... Date: .....

**This form should be retained on the centre's files for at least six months following the outcome of the enquiry about results or any subsequent appeal.**

# Appendix 2

## 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

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:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure

# Appendix 3

## Complaints and appeals log

[Insert your centre's process on the use of this log, for example - On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.]

The outcome of any review of the centre's marking will be made known to the head of centre. [Insert your centre's process to confirm how a written record of the review will be kept (as example... A written record of the review will be kept and logged as an appeal, so information can be easily made available to an awarding body upon request. **The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.**]

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

## **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>