



E: Appeals Procedures Policy

Candidates and/or their parents/guardians are not able to appeal directly to the awarding body. All appeals must be made to the Head of Centre via the Examinations Officer.

This policy takes into account the available guidance issued by JCQ.

1. Review of Centre-assessed marks

Please note that this section of the policy applies only to work which has been **completed** and submitted for marking by Centre staff in accordance with the Awarding Body's criteria and for which the appropriate authentication statements have been signed. It applies to Controlled Assessments, Coursework and Non-Examination Assessments for all boards but does not apply to CAIE qualifications where there is no right of appeal against Centre-assessed marks.

1. St Helen's 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.
2. After final submission, no further changes can be made by the candidate to the completed work and internal marking will take place. Candidates' work will be marked by suitably qualified staff who have appropriate knowledge, understanding and skill. St Helen's 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 standardisation will ensure consistency of marking within the Centre.
3. If a student feels that the requirements, policies and procedures may not have been followed in relation to the assessment of her work, she may use the appeals procedure outlined below to request a review of an internal assessment mark. Candidates will need to explain on what grounds they wish to request a review of an internal assessment mark. These grounds relate only to the quality of work that has been submitted by the candidate. There are likely to be only two grounds on which appeals will be made – that the candidate believes that the marks they have been awarded does not give her sufficient credit for meeting the criteria in the assessment materials or that the candidate believes that her mark is not in line with the standard set by the centre.
4. Any concerns about issues surrounding the conduct of a piece of work leading to a centre-assessed mark should be raised with the relevant Head of Department *at the earliest possible opportunity* in line with our NEA protocols so that any concerns can be raised and action taken while the NEA is being undertaken rather than being delayed until the issue of internal assessment marks. Candidates should understand

that the appeals process is about whether the correct mark has been awarded for a finished piece of work.

5. St Helen's will ensure that all non-CAIE 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. CAIE candidates will not be told their marks in line with CAIE's recommendation.
6. Marks will be communicated to the candidate in person or in writing by the relevant subject teacher or Head of Department by the dates listed in the table below, which are set to allow for internal standardisation to take place following the submission of candidates' work. If marks are given orally they should be followed up by an E-mail within 24 hours to ensure clarity and avoid unnecessary issues arising through any misunderstandings. Only marks will be given; it cannot be assumed that certain marks will equate to certain grades (for example as in previous years) as grade boundaries may change from year to year.
7. St Helen's will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment. Please note that these materials will be limited to a copy of the marked work, markschemes and exemplar materials; it will not include copies of other candidates' work. Having received a request for copies of materials, they will be promptly made available to the candidate. Candidates requesting copies of materials will also be sent or given an information sheet to explain the process.
8. Any request for copies of materials should be either by the candidate or her parent to the Examinations Officer who will transmit the request to the subject Head of Department. The Head of Department will give the candidate the relevant material via the Examinations Officer, either in hard copy or electronically as appropriate.
9. Following the candidate's review of any copies of materials provided, the candidate or her parents must decide whether or not to request a review of marking. This request must be made by the deadlines given for each subject in the schedule below, in order to ensure that there is sufficient time for a review to take place before marks are submitted to the examination board. Normally there will be a period of **5 working days** between the issuing of marks and this deadline to allow time for candidates to request materials and make a decision about whether to appeal.
10. Requests for a *review of marking* **must** be made in writing on the School's form (giving full details of the grounds for appeal) and given to the Examinations Officer who will inform the Headmistress, as Head of Centre, via her EA, Emilie Prior (eprior@shsk.org.uk). The Examinations Officer will acknowledge receipt of such a request by the end of the next working day. If no such acknowledgement is received, the candidate or her parents should contact the Examinations Officer to be sure that the initial request has been received.
11. St Helen's will allow sufficient time 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. The deadlines for each subject for 2017/18 are listed below. Any member of staff having a conversation with a student or parent about internal assessment marks (teacher, HOD, SMT or HoC) should try and ascertain

whether this is likely to lead to a request for an internal review of marking and flag this up to relevant HoD and the Examinations Officer.

12. St Helen's will ensure that any review of marking is carried out by a reviewer who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review. The reviewer's job is to ensure that the marking criteria has been applied correctly and that the candidate's mark is consistent with the standard set by the centre and within the tolerance of marking for that particular piece of work.
13. A review of marking is not an opportunity for the work to be marked by a different person with the aim of finding any opportunity to increase the mark. The purpose of the review of marking is to identify whether the candidate's mark is consistent with the standard set by the centre. Marks will not be changed if the candidate's mark is consistent with the marking criteria and the standard set by the centre but the reviewer would have awarded a different mark. This is in line with the requirements of reviews of marking carried out by the awarding bodies for externally assessed components where exam boards are only allowed to change a mark where there has been a "clear marking error" rather than simply a difference of professional judgement.
14. HODs will conduct the marking and internal standardisation process so that wherever possible there is at least one colleague who has not been involved with the process. Should there be a request for an internal review of marking this colleague can then be briefed on the standardisation process and then conduct the review of marking. This will ensure that a candidate or her parent will not be able to raise any concerns about the independence of the internal review of the piece of work. Where this is not possible we will make arrangements for someone else to fulfil this role in line with the requirements of paragraph 12. This will normally be by a reciprocal arrangement with another school e.g. Abingdon School. In the event of some unforeseen reason why this wouldn't work on a particular occasion another suitably qualified and competent individual with no conflict of interest must be found to act as reviewer. In such a case the Director of Studies should be consulted for approval *before a review of marking of work covered by this policy begins*.
15. If a marking error is identified by the reviewer such as
 - an administrative error
 - a failure to apply the marking criteria to the evidence generated by the candidate where that failure did not involve the exercise of academic judgement
 - an unreasonable exercise of academic judgement

the review will recommend a change of mark and indicate where the marking error has occurred and how the mark is not in line with the standard set by the centre and any marking tolerance.
16. Candidates and parents must recognise that a mark may be raised, stay the same **or be lowered** following a review of marking in line with the findings of paragraph 15.

17. Should there be a disagreement between the Head of Department and the reviewer about the mark to be submitted to the board the Headmistress, as Head of Centre, will have the final decision about which mark should be submitted.
18. Candidates should be aware the mark that is submitted to the awarding body as the final mark following the review process may change again as a consequence of external moderation as outlined in paragraph 22. This is beyond the control of the centre.
19. The candidate will be informed in writing of the outcome of the review of the centre's marking by the Examinations Officer. The Examinations Officer will keep a record of all appeals and the outcomes, to be 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 by the Headmistress, as Head of Centre.
20. The outcome of reviews is final in so far as any internal assessment is concerned, including if the outcome of the review is to reduce the final mark.
21. There is no further right of appeal, but in the event that a candidate has concerns about any aspect of the conduct of the appeal, she must raise this with the Headmistress who will investigate as appropriate or delegate to an appropriate senior member of staff.
22. After candidates' work has been internally assessed and standardised, a sample is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes, either up or down for all scripts, including those not called for moderation. This process is outside the control of St Helen and St Katharine and is not covered by this procedure.

2. Appeals procedure against Centre decisions not to support an enquiry about results after results are published in August

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 are provided by the EO. Further details can be found in the Examination Policy Section 12.

These services, *enquiries about results* (EARs), may be requested by Centre staff or candidates (or their parents/guardians). (EAR service 3 is not available to individual candidates). If a query is raised about a particular examination result, the EO, teaching staff or the HoC, as appropriate, will investigate the appropriateness of requesting an enquiry at the candidate's expense.

In the exceptional case that the school does not think an EAR is in the best interest of the candidate, the school will decline the request.

If the candidate (or their parent/guardian) believes there are grounds to appeal against the Centre's decision not to support an enquiry, an appeal can be submitted to the Centre using the **internal appeals form** at least one week prior to the internal deadline for submitting an EAR. In response the HoC will appoint a senior member of staff to conduct the investigation.

3. Appeals procedure following the outcome of an enquiry about results after results are published in August

Where the HoC remains dissatisfied after receiving the outcome of an EAR, an appeal will be made to the awarding body, following the guidance in the JCQ publications Post-results Services and the JCQ Appeals Booklet.

Where the HoC is satisfied after receiving the outcome of an EAR, but the candidates and/or their parents/guardians are not satisfied, they may make a further representation to the HoC. Following this, the HoC will decide whether to proceed with an appeal. Candidates/parents/guardians are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the Centre within **7 calendar days** of the notification of the outcome of the enquiry. Subject to the HoC's decision, this will allow the Centre 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 the Centre.



Internal appeals form – Review of Marking

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

| | | | |
|--|--|--------------------------------|--|
| Name of appellant | | Candidate name | |
| Awarding body | | Examination paper code | |
| Subject | | Examination paper title | |
| Please state the grounds for your appeal below: | | | |
| <i>Continue overleaf if necessary</i> | | | |
| Appellant declaration | | | |
| By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents and/or whether the mark awarded is consistent with the standard set by the centre as indicated above. I also understand the appeal may result in the mark being lowered. | | | |
| Signature: | | Date of signature: | |

This form must be signed, dated and returned to the Examinations Officer, on behalf of the Head of Centre within the timescale indicated in the internal appeals procedure.



Internal appeals form – Enquiries about Results in August

This form should be completed to lodge an appeal about the Centre’s decision not to support an Enquiry about Results or to appeal against the outcome of an Enquiry about Results.

| | | | |
|--------------------------|--|--------------------------------|--|
| Name of appellant | | Candidate name | |
| Awarding body | | Examination paper code | |
| Subject | | Examination paper title | |

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against the Centre decision not to support an enquiry about results

Appellant declaration

By signing here, I am confirming that I feel there are grounds to appeal against the Centre’s decision.

Signature: _____ **Date of signature:** _____

Appeal against the outcome of an enquiry about results

Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body’s procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates’ work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature: _____ **Date of signature:** _____

This form must be signed, dated and returned to the Examinations Officer, on behalf of the Head of Centre within the timescale indicated in the internal appeals procedure.