



**The Kassia Academy**

Part of KINGS ACADEMY TRUST

# **INTERNAL APPEALS POLICY**

*Last reviewed: Sept 2024*

*Next review due by: Sept 2025*

*We do things differently.....*

## **H. E. R. E**

**HIGH STANDARDS**

**EMPATHY**

**RESILIENCE**

**EMOTIONAL RESPONSE**

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## Aims

This procedure confirms The Kassia Academy compliance with JCQ's General Regulations for Approved Centres, that the centre has in place "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" and that the centre must "allow a candidate to request a review of the centre's marking."

The Kassia Academy is committed to ensuring that:

- internal assessments are conducted by staff who have appropriate knowledge, understanding and skills
- assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject
- the consistency of internal assessment is assured through the internal standardisation procedures required by the awarding bodies certain components of GCSE qualifications (GCSE controlled assessments, GCSE non-examination assessments, and English Language speaking endorsement) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher.

The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation

This policy explains the procedure regarding an appeal against the internal assessment of work for an external qualification:

- the Internal Appeals policy at The Kassia Academy will be supervised by the Exams Officer and overseen by the Assistant Head i/c exams.

The Headteacher will be aware of the details of any appeals in progress, and will be advised of their outcome

- The Kassia Academy ensures that all centre staff follow a robust Non-examination assessment policy (for the management of GCSE non-examination assessments).

This policy details all procedures relating to non-examination assessments, 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.

The Kassia Academy is committed to ensuring all centre staff follow a robust Non-examination assessment policy (for the management of GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, 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.

The Kassia Academy 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.

The Kassia Academy 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.

Candidates will be allowed to be supported in the presentation of their case by a parent, guardian or friend

All appeals will include a review of the procedure used to award marks for internal assessments to ensure that this complies with the requirements of the awarding body.

A written record of all appeals will be held by the Examinations Officer. This will include a record of the outcome, including the reasons for that outcome. A copy will be sent to the candidate

The Kassia Academy will inform the Examination Board of the outcome of any appeal which has implications on the conduct of examinations, or the issue of results. Full details of any appeal will be made available to the awarding body on request Candidates wishing to appeal against the internal assessment of their work must:

- seek advice from the relevant subject staff, their tutor or the Examinations Officer
- complete the Internal Appeal Form and return it to the Examination Officer by the date stated in the letter (usually internally assessed marks will be issued on a Monday and the deadline for submission of the form is end of school on the Friday of the same week although external moderation can mean that these timescales need to be amended)

After work has been assessed internally, it is moderated by the awarding body to ensure consistency between centres. Exam Board moderation can change the marks awarded by the school for internally assessed work.

This is outside the control of The Kassia Academy and is not covered by this procedure. Each awarding body publishes procedures for appeals against its decisions on final grades, and the Examinations Officer will be able to advise pupils and parents of these procedures.

### Appeals against centre assessed marks

The Kassia Academy will 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. 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 this appeals procedure to consider whether to request a review of the centre's marking.

Candidates may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment. This request must be made in writing.

If a pupil decides to proceed with a full Review of Marking, they must complete an Internal Appeals form. A non-refundable fee of £25 will be charged. The fees mentioned above are for administrative purposes only and therefore are non-refundable.

Students have 5 days in total from the date the Centre Assessed Marks are released within which to request either or both of these services, and should submit the forms to the Exams Officer within the 5th day deadline, together with payment.

To ensure your request is dealt with promptly, we recommend that forms are emailed to the Exams Officer (beverly.lowe@tkas.org.uk) and payment made online.

Results will be issued on the Monday and any appeals and payment must be submitted by end of school day on the Friday of the same week. Please note that there may, due to external moderation, have to be amendments to these timescales.

Pupils who miss the 5-day deadline will be unable to submit a late request. Release dates for Centre Assessed Marks will differ from subject to subject.

The Kassia Academy will 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. 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.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres, The Kassia Academy School and is not covered by this procedure. Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal.

This procedure confirms The Kassia Academy compliance with JCQ's General Regulations for Approved Centres, that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

Following the issue of results, awarding bodies will make post results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Examinations Manager on Results Day.

Candidates are also informed of the arrangements for post-results services before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about Results (EARs) offers three

- services: Service 1 – clerical re-check
- Service 2 – review of marking
- Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these

services candidates' marks and subject grades may be lowered.

Candidate consent can only be collected after the publication of results. If a concern is raised about a particular examination result, the exams office, teaching staff and head of centre will investigate the feasibility of requesting an enquiry.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

Following the EAR 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 EAR 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 should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the EAR. 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 enquiry about 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 Examinations 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.

Further guidance to inform and implement appeals procedures JCQ

- 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 - Reviews of marking (centre assessed marks) <https://www.jcq.org.uk/exams-office/controlled-assessments> <https://www.jcq.org.uk/exams-office/coursework> <https://www.jcq.org.uk/exams-office/non-examination-assessments> Ofqual
- GCSE (9 to 1) qualification-level conditions and requirements <https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCSE (A\* to G) qualification-level conditions and requirements
- Pre-reform GCE qualification-level conditions and requirements <https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>