



**ST JAMES**  
Senior Girls' School

# **Internal Appeals Procedure**

**St James Senior Girls' School**

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## 1 Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms **St James Senior Girls' School's** compliance with JCQ's *General Regulations for Approved Centres* <https://www.jcq.org.uk/exams-office/general-regulations>, 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 inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body.”

Certain components of GCSE and GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) 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.

**St James Senior Girls' School** 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.

St James Senior Girls' School 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, 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. **St James Senior Girls' School** 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 this appeals procedure to consider whether to request a review of the centre's marking.

- 1.1 **St James Senior Girls' School** 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.
- 1.2 **St James Senior Girls' School** will inform candidates that they 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.
- 1.3 **St James Senior Girls' School** will, having received a request for copies of materials, promptly make them available to the candidate within 3 working days.
- 1.4 **St James Senior Girls' School** will provide candidates with sufficient time to allow them to review copies of materials and reach a decision.
- 1.5 Requests for reviews of marking **must** be made in writing within 5 working days of receiving copies of the requested materials, by completing the **internal appeals form (Appendix A)**.
- 1.6 **St James Senior Girls' School** will allow 7 working 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.
- 1.7 **St James Senior Girls' School** will 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.
- 1.8 **St James Senior Girls' School** will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- 1.9 The candidate will be informed in writing of the outcome of the review of the centre's marking.
- 1.10 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 moderation process may lead to mark changes. This process is outside the control of **St James Senior Girls' School** and is not covered by this procedure.

The procedure is quoted directly from the JCQ publication *Reviews of marking (centre assessed marks) suggested template for centres* which can be found at <https://www.jcq.org.uk/exams-office/non-examination-assessments>

## 2 Enquiries about Results

**In order to comply with JCQ regulations, the School will ensure that it makes candidates aware of the arrangements for Enquiries about Results before they sit any examination(s).**

- The Examinations Officer will brief all public examination candidates at the end of the Spring Term. Candidates and their parents will also be provided with a copy of this document and a further copy will be sent to candidates with their statement of results in August.

**The School will also ensure that it obtains written candidate consent for clerical checks and post-results reviews of marking due to the fact that, with these services, candidates' marks and subject grades may be lowered.** Candidates **must** be informed of this possible outcome and provide their written consent before an application is submitted.

- Parents and/or candidates may seek advice from Heads of Department or other members of staff on or after results day before making an Enquiry about Results. However, the decision as to whether to proceed with the Enquiry will be taken by the candidate and her parents, not the School.
- If a candidate wants to make use of the Enquiry about Results services, she must complete and sign Appendix A and submit it to the Examinations Officer. Alternatively, she or her parents must email the Examinations Officer with her request, giving **fully informed consent by including the following sentence in their email: 'I understand that the final subject grade may be lower than, higher than, or the same as the grade which was originally awarded for this subject.'** The School will not proceed with any Enquiry without one of these two forms of written consent being submitted.
- If the School has concerns about the marking of an entire cohort and wishes to seek a cohort review, it may need to submit paid requests from a representative sample (about 10% of the cohort). In such a situation, the School will obtain prior **written** consent from the candidate or her parents for the post-results review and inform her that her mark and subject grade may be lowered as a result. The decision as to whether to proceed with the re-mark will rest with the candidate and her parents, not the School. The School will respect the candidate/her parents' decision in all such matters.

A copy of this document will be issued to Heads of Department and the Head of Sixth Form by the Examinations Officer annually, at the end of the Summer Term.

- Consent forms or e-mails from candidates **must** be retained by the Examinations Officer and kept for at least six months following the outcome of the enquiry about results or any subsequent appeal. An on-line application carries with it confirmation to the awarding body that the candidate's written consent has been obtained. (The submission of a signed application form does likewise.)
- Written candidate consent is **not** required for **post-results review of moderation** as candidates' marks may be lowered but their **published subject grades will not be lowered** in the series concerned. However, centres should be aware that a lowered mark may be carried forward to future certification.

### Enquiries about results (EARs) offer 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)

**Where the centre does not uphold an EAR request from a candidate**, the School will respect the decision of the candidate and her parents and, on receipt of the appropriate EAR fee to the centre, a request will be made to the awarding body on the candidate's behalf.

**If the candidate (or her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry**, an internal appeal can be submitted to the centre by completing the **internal appeals form (Appendix A)** at least 7 working days prior to the internal deadline for submitting an EAR. The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.

- 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, an 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 A)** should be completed and submitted to the centre within 5 working 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 Officer). 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.

### 3 Access to Scripts

- Requests for Access to Scripts must be made in writing to the Examinations Officer.
- Teachers who request scripts for the purpose of teaching and learning must obtain prior written consent from the candidates concerned.
- Candidates who request copies of scripts must pay for this service.

<b>Signed by:</b>	<b>Hugh Venables</b> <b>Chair of Governors</b>
Date of adoption of this policy	January 2022
Date of last review of this policy	January 2022
Date for next review of this policy	Autumn 2022
Policy owner SMT/other	Deputy Head (Academic)

**APPENDIX A**

**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 check, a review of marking, a review of moderation or an appeal

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

**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 Examinations Officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure.**

**APPENDIX B**

**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 and a subsequent appeal of 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

<b>Centre Number - 10168</b>	<b>Centre Name – St James Senior Girls’ School</b>
Candidate Number	Candidate Name

**Details of enquiry (Awarding Body, Qualification level, Subject title, paper/unit)**

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**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 awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same as the grade which was originally awarded for this subject.**

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

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



## 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/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  
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>
- GCE qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>