

Internal appeals & Enquiries and Results Service Procedures.

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Appeals procedure against internally assessed marks

Boston Spa Academy is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. **Boston Spa 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.

If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

N.B: an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body

1. Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.
2. Appeals must be made in writing (using the **internal appeals form**)
3. The head of centre will appoint a senior member of staff, e.g. an Assistant Headteacher or a Deputy Headteacher, to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
4. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the awarding body's specification and subject-specific associated documents.
5. 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.
6. 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 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 **Boston Spa Academy** and is not covered by this procedure.*

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

Following the issue of results awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers). (EAR service 3 is not available to individual candidates). 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 the centre 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 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.

Appeals procedure following the outcome of an enquiry about results

Where the head of centre 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* <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 internal candidate and/or their parent/carer is 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 the centre's internal appeals arrangements. 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 **10 calendar days** of the notification of the outcome of the enquiry. Subject to the head of centre'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 of 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.

Boston Spa Academy Internal appeals form

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

Please tick to indicate what the appeal is against:

- internally assessed marks**
- the centre decision not to support an enquiry about results**
- the outcome of an enquiry about results**

Name			
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against internally assessed marks

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. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

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

Appellant declaration

By signing here, I am confirming 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:

The appellant declaration against the relevant appeal must be signed, dated and returned to the EO, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

The internal appeals procedures for this centre have been produced to demonstrate compliance with the publications below.

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, a **written** 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; The internal appeals procedure is posted on the Academy website.

Enquiries and Results Service

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; The internal appeals procedure is posted on the Academy website.

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

6.4 Submission of requests

Boston Spa Academy will provide students/parents access to EARS (Enquiries and results service) information when results are published. Where an issue is raised students should discuss their options with their teacher/Year Leader/exam officer to clarify their options. The cost of an appeal is met by the student except where the individual subject teams have specifically agreed to take responsibility for the appeal costs. The formal appeals procedure **must** be made widely available. Boston Spa Academy draw the appeals procedure to the attention of candidates and their parents/carers at the point of issuing results. 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.**

7. Appeals

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 appeal should be submitted to the relevant awarding body. 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 appeal, 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 appeals with centres and private candidates.**

However in summer 2018, JCQ issued the following information in their [Notice to Centres – Post-Results Services and Appeals](#)

The JCQ publication Post-Results Services –Although the published information remains valid for the June 2016 examination series, this supplementary document clarifies some key points associated with the reform of post-results services and appeals.

Centres should also refer to awarding bodies' websites for further information as awarding bodies may offer additional post-results services.

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.

However in summer 2016, JCQ issued the following information in the [Notice to Centres – Post-Results Services and Appeals](#)

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:

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

The Appeals Process <http://www.jcq.org.uk/examination-system/the-appeals-process>



Enquiries and Results Post Results Service. Information for candidates

If you have concerns regarding your exam results the Post Results Service is the process by which you can investigate your concerns. This can only be done through the Exam Centre

(Boston Spa Academy). You should take advice from your teacher/Year Leader/ Exam Officer to help establish whether to proceed with an enquiry.

Services that are available to candidates.

	Available to	Summary of actions	Deadline for application
Service 1 Clerical re-check	GCSE AS Level A Level	<ul style="list-style-type: none"> • Check all parts of the script have been marked • The totaling of marks • The recording of marks 	20 September 2018
Service 2 Review of marking	GCSE AS Level A Level	<ul style="list-style-type: none"> • Clerical check of Service 1 • A review of marking 	20 September 2018
Priority Service 2	A level	Same as for Service 2. This service is only available to candidates whose higher education place is dependent on the outcome.	24 August 2018
Copies of scripts	GCSE AS level A level		27 September 2018
A signed candidate consent form must be completed for each service request			

	GCSE				As & A Level			
	AQA	EDEXCEL	OCR	WJEC	AQA	EDEXCEL	OCR	WJEC
Service 1 Per paper/unit	£8.05	£11.10	£16.90	£11	£16.10	£11.10	£16.90	£11
Service 2 Per paper/unit	£37.55	£39.50	£47.00	£36	£43.45	£45.85	£47.00	£40:00
Priority Service 2 Per paper/unit					£68.70	£54.65	£58.00	£48
Copies of scripts	£14.35	£12.20	£11.40	£11.00	£14.35	£12.20	£11.75	£11.00
Fees will only be refunded where the enquiry results in a change of the overall grade.								
Cash or Cheque payable to 'Boston Spa School'								

Possible outcomes of an enquiry are

- Your original mark is confirmed as correct, and there is no change to your grade. (No fee refund)
- Your original mark is raised, so your final grade may be higher than the original grade you received. (Full fee refund)
- Your original mark is lowered, so your final grade may be lower than the original grade you received. This result is binding and original result cannot be reinstated. (No fee refund)

In order to proceed with the enquiry or appeal, you must complete the form below. This tells us that you have understood what the outcome might be, and that you give your consent to the enquiry or appeal being made.

ENQUIRIES: Candidate consent form

Information for candidates

In completing this enquiry about your result 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.

Boston Spa Academy: Centre Number 37603		
Candidate Name		
Candidate Number		
Service required (tick the required box)	Clerical check	
	Review of marking	
	Priority Review of Marking	
	Copy of script	
Exam Board (tick the required box)	AQA	
	EDEXCEL/Pearson	
	OCR	
	WJEC	
Qualification Level (tick the required box)	GCSE	
	AS level	
	A level	
Subject title		
Specific paper/unit		
Total Cost		£

I give my consent for the Examination Officer to make an enquiry about the result of the examination listed above. In giving consent I understand that the final subject grade awarded to me may be lower than, higher than, or the same as the grade which was originally awarded for this subject

Signed:

Date:

