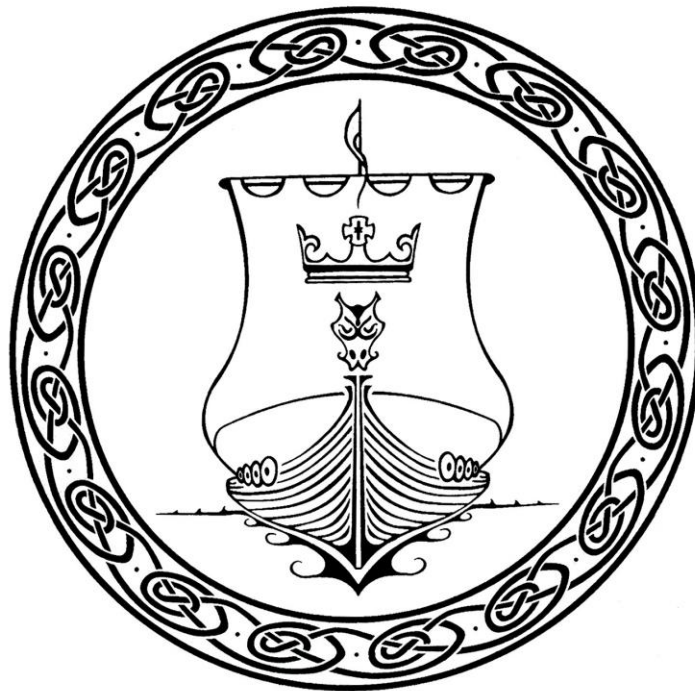


**Queen Elizabeth II High School
Centre Number 45011
Internal Appeals Procedures for GCSE and GCE Examinations
Post results
2023/24**



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

Certain GCSE, GCSE and other qualifications contain components of non-examination assessment (NEA) which are internally assessed (marked) by Queen Elizabeth II High School 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 Queen Elizabeth II High School's compliance with JCQ's *General Regulations for Approved Centres 2023-2024* (section 5.7) that the centre

- 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

We follow the JCQ recommendation that the internal appeals process takes place within the centre in order to maintain the integrity of the work to ensure secure storage. Heads of Subject may share best practice and seek advice from their counter parts based at the other secondary schools on Island.

Certain components of GCSE and GCE qualifications (GCSE controlled assessments, , GCE and GCSE NEA) 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.

Deadlines for the submission of marks (summer 2024 exam series)

Date	Qualification	Details
05/05/2024	GCSE	Final date for the submission of NEA/coursework marks for AQA and WJEC.
15/05/2024	GCE/Entry Level/EPQ	Final date for submission of NEA/coursework marks (AQA, Pearson, OCR and WJEC) Portfolio marks for WJEC Art courses
31/05/2024	A Level Art	Final date for the submission of NEA marks for Art, A Level.

Queen Elizabeth II High School is committed to ensuring that whenever its staff marks candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Queen Elizabeth II High School ensures that all staff follows the 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, Project qualifications, including

the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidate's work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Queen Elizabeth II High 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, in person and/or via the centre's Intouch messaging service (where appropriate) 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 marking standards to his/her marking, then he/she may make use of this appeal's procedure to consider whether to request a review of the centre's marking.

Queen Elizabeth II High School 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. Having received a request for copies of materials (generally, as a minimum, a copy of 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 five 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 five calendar days of receiving copies of the requested materials, by completing the internal appeals form.
8. Allow five 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 for the submission of marks

9. Ensure the review of marking is conducted by an assessor in centre or on Island 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.
12. Make the head of centre aware of the outcome of the review who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. 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. The awarding body will be informed if the centre does not accept the outcome of a review.

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 Queen Elizabeth II High School and is not covered by this procedure.

2. 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 Queen Elizabeth II High School's compliance with JCQ's *General Regulations for Approved Centres 2021-2022, section 5.13* that the centre **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. Candidates are made aware of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer, published on the school website and available from the Exams Notice Board in the entrance hall.

The Exam Guidance Booklet issued to candidates during autumn term informs candidates of the arrangements for post-results services **before** they sit any exams and the availability of the Exams Officer and 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, post-result services may be considered.

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

Service 1 Clerical re-check: This consists of a check that no components of the qualification have been omitted from the final mark, and a check of the total marks stated. The candidate's answers are not checked by an examiner, and this type of query is only appropriate in the event of a suspected omission.

Priority Service 2 Priority review of marking: This type of review is available for A Level students where a University place is at stake, there is a window of one week from Results Day to apply for this service.

Service 2 Review of marking: In this type of review, a second examiner will review the paper/recording again to identify genuine marking errors or unreasonable marking. Marks can be adjusted up and down at this stage.

Service 3 Review of moderation (this service is not available to an individual candidate): If requested, the work of all candidates will be reviewed. If this service is required, the request must come from the Head of Department for the subject covered, and have the support of the Head of Centre. The cost will be met by the Department requesting the service, and candidates must give written permission and their parent/carer advised

Access to Scripts (ATS)

Priority Access to scripts: This type of request is available one week after results day. The script will be returned in time for the candidate to review their script and decide on a review of marking.

Access to scripts: It is possible to request the original script be returned. Scripts are not returned until the final deadline for requesting a review has passed.

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request 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 Officer, a member of the Senior Team or teacher will confirm grade boundaries to help the candidate decide whether an enquiry is feasible. Although the Exams Office, a member of the Senior Team or teacher may assist the candidate in interpreting marks a review must be initiated and paid for by the candidate.

All Post Results services will be co-ordinated by the Exams Office. Awarding bodies will not accept requests from candidates and their families.

Post Results Services have associated fees which will be charged to the candidate. When a RoRs is requested, it is not possible to supplement this by a later request for a review of another component of the same subject and qualification, or another type of review for the same subject and qualification. It is therefore the responsibility of the candidate and their parent/carer at the time of the request to make sure that the review they give consent for is the one that they require.

The Exams Officer will advise the candidate in a timely manner once the outcome of the review has been received.

Following the 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 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 five calendar days of the notification of the outcome of the review. 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 the awarding body issuing the outcome or the RoR. 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 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.

Internal Appeals form

- 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

Candidate Name		Candidate Number	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

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

Candidate Signature:

Date of signature:

This form must be signed, dated and returned to the Exams Officer on behalf of the head of centre within five calendar days of receiving your internal assessment marks or your review decision.

Complaints and Appeals log

On receipt, all complaints/appeals are assigned a reference number and logged.

The outcome of any reviews 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. 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

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

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>

Pre-reform GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>