



PS50 INTERNAL APPEALS AND PROCEDURES POLICY (EXAMS)

Policy Number	PS50
Policy Name	Internal Appeals and Procedures Policy (Exams)
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Reviewing Body	Approved by Executive Team, ratification by SGB October 2024

Version	Amendments	Date	Initials	Publish on Website?
0.0	Original	April 2023	AH/ET	
1.1	3 year review			Yes

1.0 Scope:

This procedure includes all accreditations delivered by Portfield School, where any part of the course is internally assessed. This currently includes Functional Skills and Princes Trust.

2.0 Aims:

- To enable the learner to enquire, question or appeal against an internal assessment decision.
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness
- To facilitate a learner’s ultimate right of appeal to the awarding body, where appropriate.

In order to do this the centre will:

- Inform the learner at Induction of the Appeals Policy and Procedure.
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the awarding body for a minimum of 18 months.
- Have a staged appeals procedure.
- Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.

Appeals against internally assessed marks:

Portfield School 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. Portfield 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 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

- 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.
- Appeals can be made verbally in the first instance to the member of staff responsible for teaching the qualification. The member of staff has a responsibility to explain to the student why he/she received the mark.
- If the student is not satisfied with the explanation given by the teacher (above) then he/she should contact the Exams Officer who will provide the student with information about the appeals procedure and assist with completing the internal appeals form. The Exams Officer will assist with the completion of any further forms and will correspond with the awarding body on behalf of the student.
- The Head teacher will appoint a senior member of staff, e.g. an Assistant Head Teacher or a Deputy Head Teacher, to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
- 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.
- The student 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.
- The outcome of the appeal will be made known to the Head teacher 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 Portfield School 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 teacher 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 teacher remains dissatisfied after receiving the outcome of an EAR, an appeal will be made to the awarding body, following the guidance in the JCG 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 teacher 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 teacher. Following this, the Head teacher'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 teacher'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 student 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 student by the centre.

Appeals procedure in relation to Prince's Trust qualifications

If the Learner is not able to resolve an appeal after following the Centre procedure, the Learner has the right to submit an appeal directly to The Prince's Trust Qualifications.

Details of Prince's Trust Qualifications Appeals Policy and Process can be found in the Qualification Support Pack 00: Centre Handbook.

Appendix:

1. Internal Appeals Notice: Internally Assessed Marks
2. Internal Appeals Form
3. Internal Appeals Procedure compliance Statement

3.0 Review

This policy is reviewed every three years.

Internal Appeals Notice: Internally Assessed Marks

I have been made aware that if I disagree with the assessment outcomes for any of my accreditation courses that I can appeal.

I know that in the first instance I would bring this to the attention of my class teachers.

If I still disagree with the decision I can then speak to the Head Teacher.

The Head Teacher will then make a decision about taking further action through the awarding body.

Name of Learner: _____ (PRINT NAME)

Signed: _____ Date: / /

Teacher: _____ Date: / /

Head Teacher: _____ Date: / /

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 of Student		Candidate Name <i>If different to student</i>	
Awarding Body		Exam Paper Code	
Subject		Exam Paper Title	

Please state grounds for your appeal below:

Continue overleaf if necessary

Appeal against internally assessed marks:

Student 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:

Student 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:

Student 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 reviews of marking of 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 student declarations against the relevant appeal must be signed, dated and returned to the Exams Officer, on behalf of the Head Teacher, 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>

Candidate information

5.8e The centre will:

Draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

Controlled Assessments, Coursework, Non-examination assessment and portfolios of evidence

5.7f The centre will:

have in place and be available for inspection purposes, written internal appeals procedures relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates;

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

Post-Result Services and Appeals

5.13 The centre will:

a) Have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures **must be** made widely available and accessible to **all candidates**. Candidates **must** be made aware of arrangements for post-result services prior to the issue of results.

f) Submit requests for appeals in accordance with the JCQ publication a guide to the awarding bodies' appeals processes;

h) **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 online application for a clerical re-check, a review of marking, a review of moderation or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates on request.)

Further information can be obtained from:

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

The Appeals Process <https://www.jcq.org.uk/exams-office/appeals/>