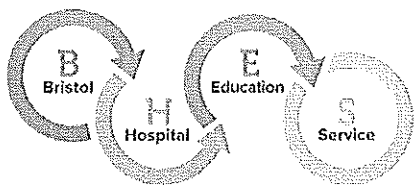


# Internal Appeals Procedures & Enquiries about Results 2017/18



## **Reviews of marking - centre assessed marks (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments)**

### **Appeals procedure against internally assessed marks**

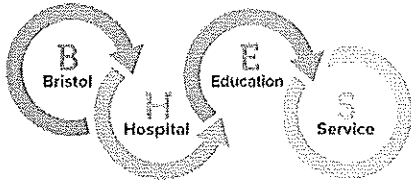
Bristol Hospital Education Service is committed to ensuring that whenever teachers mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Bristol Hospital Education Service 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.

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

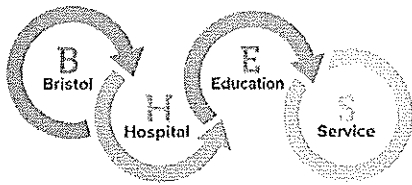
- Bristol Hospital Education Service will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
- Candidates may request copies of materials (for example, a copy of their marked work, 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. Requests for materials should be made in writing to the Exams Officer.
- BHES will, having received a request for copies of materials, make them available to the candidate within 2 working days.
- Requests for reviews of marking must be made in writing, within 5 calendar days of receiving copies of the requested materials, by completing the internal appeals form.
- Bristol Hospital Education Service will allow 7 calendar days for the review to be carried out and to inform the candidate of the outcome, all before the awarding body's deadline.
- Bristol Hospital Education Service 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.
- Bristol Hospital Education Service will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.



- The candidate will be informed in writing of the outcome of the review of the centre's marking.
- 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 Bristol Hospital Education service and is not covered by this procedure.

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## Appeals procedure against centre decisions not to support an Enquiry About Results

Following the issue of results, awarding bodies make post-results services available. If a head of centre is dissatisfied with examination results and has reasons to suspect they may not be accurate, the first step is to make an enquiry about results. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer and are clearly shown on the *Enquiries About Results: Request and Consent Form*, which will accompany candidate Statements of Results on results day in August.

The service, *Enquiries About Results* (EARs), may be requested by candidates (or their parents/carers). Candidates must first have a discussion with the Head of Department **and/or** Head of Year as appropriate before submitting an EAR Request Form to the Exams Officer. Senior members of centre staff will be accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries.

Candidates will be informed of the arrangements for post-results services and of the periods during which centre staff will be available so that they may plan accordingly.

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

Written candidate consent (in writing) 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.

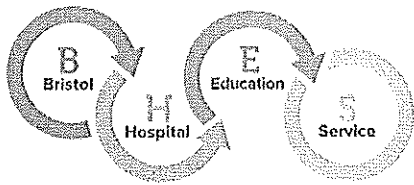
The centre may sometimes disagree with a candidate's request to submit an EAR, as candidates' marks and subject grades may be lowered as a result of an enquiry. If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an EAR, an appeal can be submitted to the centre using the internal appeals form. Forms must be handed in at least one week prior to the internal deadline for submitting an EAR. Deadlines will be clearly shown on EAR Request Forms.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.

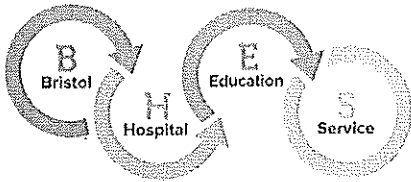
## Appeals procedure following the outcome of an enquiry about results

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 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 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/Enquiry about Results

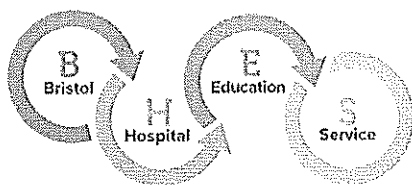
This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- Appeal against an internal assessment decision & request for a review of marking
- Appeal against the centre's decision not to support an enquiry about results
- Appeal against the centre's decision not to submit an appeal against the outcome of an enquiry about results

<b>Name of appellant</b>		<b>Candidate name if different to appellant</b>	
Awarding body		Exam paper code	
Subject		Exam paper title	
Please state the grounds for your appeal below:			
(If applicable tick below)			
<input type="checkbox"/> Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking			
<b>Signature:</b>		<b>Date of signature:</b>	

This form must be signed, dated and returned to the Exams Officer to the timescale indicated in the relevant appeals procedure  
 By submitting this form you are acknowledging your understanding that following an Enquiry About Results and/or an Appeal, your examination grades can go down.



The internal appeals procedures for BHES have been produced to demonstrate compliance with the following:

**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, an 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; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)

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

6.4.5 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 enquiry about results should be submitted. 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 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.

**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**

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.

**Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.**

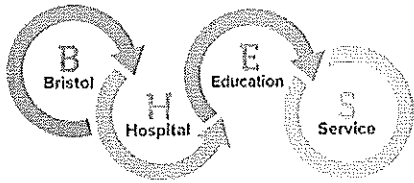
Further information can be obtained from:

<http://www.jcq.org.uk/exams-office/controlled-assessments>

<http://www.jcq.org.uk/exams-office/coursework>

<http://ofqual.gov.uk/complaints-and-appeals/exam-results-appeals/>

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



The policy will be reviewed in November 2018

Signed NA Date \_\_\_\_\_

**Chair of the Management Committee**

Signed [Signature] Date 1 5 18.

**Executive Head teacher**