



RIDGEWOOD
HIGH SCHOOL

Internal Appeals Procedures (Exams)

2023 - 2024

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Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Rae Cope
Senior leader(s)	James Cannon (Deputy Head)
Exams officer	Susan Charles
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Purpose of the procedure

This procedure confirms Ridgewood High School's compliance with JCQ's General Regulations for Approved Centres (section 5.3z, 5.8) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration
- draw to the attention of candidates and their parents/carers its written internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

1. Appeals relating to internal assessment decisions - centre assessed marks

Certain GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Ridgewood 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 Ridgewood High School's compliance with JCQ's General Regulations for Approved Centres (section 5.7) that the centre will:

- 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

Ridgewood High 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.

Ridgewood High School ensures that all centre staff follow a robust *Non-examination Assessment Policy* (for the management of GCSE and Cambridge Nationals non-examination assessments). This policy details all procedures relating to non-examination assessments for GCSE and Cambridge Nationals qualifications, including the marking and quality

assurance/internal standardisation 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. Ridgewood 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.

Ridgewood 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 at least 5 days prior to the awarding bodies' submission deadline.
2. At the time of being issued with their mark, advise all candidates that they may request a review of the centre assessed mark before it is submitted to the awarding body.
3. Inform all candidates that the moderation process carried out by the awarding body may result in a mark change, either upwards or downwards, even after an internal review.
4. 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 work submitted.
5. Inform candidates that they may request copies of materials (for example, as a minimum, a copy 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.
6. Having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as artwork and recordings, inform the candidate that the original will be shared under supervised conditions).
7. Inform candidates they will not be allowed access to original assessment material unless supervised.

8. Provide candidates with sufficient time 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.
9. Provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests must be made in writing to the Faculty Leader at least 4 days before the awarding body's published mark submission deadline.
10. Allow sufficient time 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.
11. 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.
12. Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
13. Inform the candidate in writing of the outcome of the review of the centre's marking.
14. Make the outcome of the review known to the head of centre, who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body.
15. Retain a written record of the review, to be made available to the awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of a review.

Information regarding the procedure to be followed for a review of centre assessed marks will be made available to candidates via the '*Centre Assessed Marks - Information for Candidates*' leaflet (see Appendix 1) which may be accessed electronically on the school website (a paper copy may be requested from the Exams Officer).

Candidates should note that the moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review.

The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

The procedure is informed by the JCQ publications Instructions for conducting non-examination assessments (6.1), Reviews of marking (centre assessed marks) suggested

template for centres. and Notice to Centres -Informing candidates of their centre assessed marks

2. Appeals relating to the centre's decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms Ridgewood High School's compliance with JCQ's General Regulations for Approved Centres 2022-2023 (section 5.13) that the centre will:

- 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 application for 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. Full details of these services, the internal deadlines for requesting a service and the fees charged are issued to candidates along with their results on Results Day.

Candidates are also made aware of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results via an information leaflet which is issued to candidates prior to their exams, and by information available on the school website.

If the school or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

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

Reviews of Results:

- **Service 1 - Clerical re-check** (where the adding up of marks is checked)
This is the only service that can be requested for objective tests (multiple choice tests)
- **Service 2 - Review of marking** (where the exam paper is checked to ensure it was marked correctly according to the mark scheme. Marks are changed if the new examiner feels there has been a marking error)
- **Priority Service 2 - Review of marking**
This service is only usually available for externally assessed components of GCE A-level specifications, however an individual awarding body may also offer this priority service for other qualifications
- **Service 3 - Review of moderation**
This service is not available to an individual candidate

Access to Scripts (ATS)

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Where a concern is expressed that a particular result may not be accurate, Ridgewood High School will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the school supports any concerns raised.

For written components that contributed to the final result, Ridgewood High School will:

- Where a place at college is at risk, consider supporting a request for a Priority Service 2 review of marking (where this service is provided by the awarding body - not applicable to all qualifications)
- In all other instances, consider accessing the script by:
 - a) where the service is made available by the awarding body, requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline, or
 - b) where the option is made available by the awarding body, viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
- Collect informed **written consent/permission** from the candidate to access his/her script
- On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking, and if the centre considers there are any errors in the marking
- Support a request for the appropriate Review of Results service (clerical re-check or review of marking) if any error is identified
- Collect informed **written consent from the candidate** to request the Review of Results service **before the request is submitted**
- Where relevant, advise an affected candidate to inform any third party (such as college or post 16 education provider) that a review of marking has been submitted to an awarding body

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a Review of Results service is submitted to the awarding body.

Consent is required to confirm the candidate understands that **the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded.** Parents/carers cannot authorise a review results – written consent must be given by the candidate. If the candidate is unable to sign the form themselves the Exams Officer should be contacted for advice.

Candidate consent must only be collected **after the publication of results.**

For any moderated components that contributed to the final result, Ridgewood High School will:

- Confirm that a review of moderation *cannot be undertaken on the work of an individual candidate* or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the school's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of **all candidates in the original sample**

The Examinations Officer will inform the candidate of the outcome of any review of results in writing (by email/post), within 10 working days of receiving notification from the awarding body.

Where the school does not uphold a candidate's request for a review of results, the candidate may pay the appropriate post results service fee to the school (by the stated deadline), and a review of results request will be submitted to the awarding body on the candidate's behalf.

Ridgewood High School will:

- For a review of marking, first advise the candidate to access a copy of his/her script to support a review of marking by providing written permission for the centre to access the script (and any required fee for this service) for the centre to submit this request
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking is required, this must be submitted by the deadline

set by the centre by providing informed written consent (and the required fee for this service) for the centre to submit this request

- Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

To submit an application for a review of results, a Review of Results Application Form must be completed and returned to the Exams Office by the stated deadline – see Appendix 2

If the candidate (or their parent/carer) believes there are grounds to **appeal against the school's decision not to support a review of results**, an internal appeal can be submitted to the school.

All appeals should be made in writing for the attention of the Exams Officer (email acceptable), or by completing an internal appeals form (Appendix 3) at least 14 calendar days prior to the school's internal deadline for submitting a request for a review to the awarding body.

The appellant will be informed of the outcome of their appeal prior to the Ridgewood High School internal deadline for submitting a Review of Results request.

Further appeals

Following the Review of Results outcome, an **external appeals process** is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal to the awarding body.

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 Review of Results outcome, but the candidate (or their 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.

Such further appeals should be made in writing (email acceptable) or by completing an internal appeals form (Appendix 3) to the Examinations Officer within 7 calendar days of the notification of the outcome of the notification of the Review of Results.

Subject to the Head of Centre's decision, this will allow the school to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the Review of Results process.

Awarding body fees which may be charged for the preliminary appeal must be paid to the school by the appellant **before the preliminary appeal is submitted to the awarding body**

(details of fees will be available from the Exams Officer). If the appeal is upheld by the awarding body, fees paid will be refunded by the awarding body and repaid to the appellant by the school.

Appeals log

On receipt, all complaints/appeals are assigned a reference number and logged (Appendix 4). Outcome and outcome date is also recorded.

A written record of any review undertaken will be logged as an appeal, so that information may easily be made available to an awarding body upon request.

The outcome of any review of the centre's marking will be made known to the head of centre. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Ridgewood High School's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

Ridgewood High School will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and reasonable adjustments

In accordance with the regulations, Ridgewood High School

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

Special consideration

Where Ridgewood High School has appropriate evidence signed by a member of the Senior Leadership Team to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include Ridgewood High School's decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Ridgewood High School makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- **Submissions in writing (email acceptable) should be directed to the Exams Officer within 10 working days of the decision being made known to the appellant**
- Upon receipt of the submission, the Exams Officer will log receipt of and forward the appeal to the Head of Centre (and SENCo where appropriate)
- To determine the outcome of the appeal, the Head of Centre will liaise with the SENCo (where appropriate) and consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures

The appellant will be informed of the outcome of the appeal in writing within 10 working days of the appeal being received and logged by the centre.

If the appeal is upheld, Ridgewood High School will proceed to implement the necessary arrangements/submit the necessary application as required.

This procedure is informed by the JCQ publications [A guide to the awarding bodies' appeals processes](#) (section 3), [Suspected Malpractice: Policies and Procedures \(section 3.3\)](#), [General Regulations for Approved Centres \(section 5.4\)](#), [Access Arrangements and Reasonable Adjustments](#) (Importance of these regulations) [and A guide to the special consideration process](#) (sections 1, 2, 6)

Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause Ridgewood High School to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Ridgewood High School may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with the regulations or followed due process, **a written request setting out the grounds for appeal should be submitted to the Exams Officer within 10 working days of the decision being made known to the appellant** (email acceptable)
- Upon receipt of the submission, the Exams Officer will log receipt of and forward the appeal to the Head of Centre for consideration
- The appellant will be informed of the outcome of the appeal in writing within 10 working days of the appeal being received and logged by the centre
- If the appeal is upheld, Ridgewood High School will proceed to implement any necessary arrangements as required.

This procedure is informed by the JCQ publication [A guide to the awarding bodies' appeals processes](#) (section 7)

Further guidance to inform and implement appeals procedures

JCQ publications

- 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 (A guide to the awarding bodies' appeals processes)
<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>
- Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

Ofqual publications

GCSE (9 to 1) qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>

Centre Assessed Marks – Information for candidates

The following information applies to all internally assessed marks for GCSE controlled assessments, GCSE non-examination assessments and coursework for Cambridge National qualifications.

Ridgewood High School is committed to ensuring that the marking of candidates' work is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. We are 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 you have a query regarding the mark awarded for your work, in the first instance please speak to your subject teacher who will be able to provide you with information and materials to help you decide whether you would like to formally request a review of marking.

If you do feel you would like to request a review of your mark, please notify the **Faculty Leader** in writing **prior to the awarding body's published mark submission date for the subject**. Please note that requests made after this time will **not** be accepted.

A review of marking will then be completed, and you will be informed of the outcome in writing before the published deadline for the submission of your final mark to the Awarding Body.

Please note that the moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. **The mark submitted to the awarding body is subject to change and should therefore be considered provisional.**

Appendix 2

Review of Results Application Form

Name:	Exam number:
Contact number:	Email:

Please use one line per exam paper, not per subject.

Awarding Body	Subject	Exam paper title (& code if known)	Service No.	Fee (per paper)
				£
				£
				£
				£
				£
				£
			Total cost	£

I give my consent to Ridgewood High School 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

I confirm that where I am applying for a review of marking, this has been discussed with (enter teacher's name) prior to the request being made.

Candidate Signature:

.....

Date:

.....

For Exam Office use only	
Payment received:	
Service applied for date:	
Outcome received date:	

Appendix 3

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Internal Appeals form

Please tick box to indicate the nature of your appeal and complete all white boxes* on the form below

- 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
- Appeal against the centre's decision relating to access arrangements or special consideration
- Appeal against the centre's decision relating to an administrative issue

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below:

(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:

