



**THE JOHN OF GAUNT SCHOOL**

**- A Community Academy –**

**Examinations Procedure**

**Covering**

**Internal Appeals**

**&**

**General Complaints**

**(Internal Appeals Procedure – Examinations)**

Originator	Reviewed by	Date of Review	Approved by	Date of Approval	Next Review Date	Website
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## Vision Statement

### ‘Create an irresistible climate for achievement’

- We challenge, support and encourage every student to **achieve their potential**.
- We believe **effort** and **dedication** lead to success and we **raise aspirations**.
- We **personalise our provision** to meet the needs of individuals.
- We enable our students to flourish as **confident learners and leaders** of our community.
- We create a culture where all stakeholders **feel valued, supported and proud**.
- We **work collaboratively** to improve outcomes for our students and support other schools to improve.

### Purpose of the procedure

This procedure confirms The John of Gaunt School's compliance with JJCQ's General Regulations for Approved Centres (5.8e) that the centre has in place a '**Written Complaints and Appeals Procedure** which will cover general complaints regarding the centre's delivery or administration of a qualification'

and

*“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” and that the centre “must inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre’s marking before marks are submitted to the awarding body.”*

Certain components of GCSE and GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) 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.

### Awarding Body Deadlines for the submission of marks (Summer exam series)

Awarding Body Deadlines	Staff Internal Deadlines	Student Review Deadline	Qualification	Details
7 <sup>th</sup> May	30 <sup>th</sup> April	23 <sup>rd</sup> April	GCSE	<b>AQA &amp; WJEC GCSE's ONLY</b> (Marks will need to be given to students by 16 <sup>th</sup> April to allow for review of marks)
15 <sup>th</sup> May	8 <sup>th</sup> May	30 <sup>th</sup> April	GCE*	<u>This is also the deadline for</u> <b>*GCSE Edexcel and OCR</b> (Marks will need to be given to students by 23 <sup>rd</sup> April to allow for review of marks)

## Appeals procedure against internally assessed marks

*<sup>1</sup>The John of Gaunt School is committed to making sure that whenever our staff mark a candidate's work it is done consistently and follows the relevant regulations.*

*A candidates' work will be marked by staff who have been trained. They will have the right knowledge, understanding and skills and if more than one member of staff is needed, they will use that experience to mark the work between them. This means it will be marked fairly and consistently.*

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. The John of Gaunt School will ensure that the candidate is told what their centre assessed mark was. This means that if there is a problem they can then ask for the marks to be reviewed before they are sent to the awarding body. Please note that the work cannot be altered once a mark has been issued.*
- 2. The John of Gaunt School will provide any materials / information to help a candidate decide whether to ask for a review of their marks.*
- 3. The John of Gaunt School will make sure that all necessary materials and information are provided as quickly as possible, (within 2 working days).*
- 4. The John of Gaunt School will give candidates enough time to make a decision using those materials/ information.*
- 5. The John of Gaunt School provides a written complaint & appeals procedure form, which covers the regulatory complaint options regarding both delivery and administration of qualifications.***
- 6. Requests for reviews of marking **must** be made in writing by completing an Internal Appeals form (within 4 working days after receiving copies of the requested materials).*
- 7. The John of Gaunt School will make sure that there is enough time to review the marks and let the candidate know the final decision before the awarding body's Deadline.*
- 8. The John of Gaunt School will ensure that the people reviewing the marking are trained, but were not involved with marking the work of this candidate originally.*
- 9. The John of Gaunt School will make sure that the person reviewing the marks is consistent in applying the standards set by the school.*
- 10. The candidate will be informed in writing of the outcome of the review of the centre's marking.*
- 11. 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 The John of Gaunt School and is not covered by this procedure.*

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<sup>1</sup>Above in italics is taken from The John of Gaunt School 'Reviews of marking - centre assessed marks (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) document produced for students.

## **Appeals procedure against centre decisions not to support a review of results**

Following the issue of results awarding bodies make post-results services available. The exams officer provides full details of these services, internal deadlines for requesting a service and fees charged.

Centre staff or candidates may request the service, review of results (RoRs). (RoR service 3 is not available to individual candidates).

Centre staff or the candidate following the release of results may request RoRs. A request for a review of marking or clerical check requires the written consent of the candidate.

The candidate will pay the cost of RoRs, unless specifically requested by DL's/SLT

If the centre refuses to process a review and the candidate believes there are grounds to appeal this decision, an appeal can be submitted to the centre using the internal appeals form at least one week prior to the internal deadline for submitting a RoR.

## **Appeals procedure following the outcome of a review of results**

Where the head of centre remains dissatisfied after receiving the outcome of a RoR, 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 a RoR, 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 review. 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. The appellant on submission of the internal appeals form must pay awarding body fees, which are charged for the appeal. If the awarding body upholds the appeal, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

## Appendix 1 - Complaints and appeals

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick the box to indicate the nature of your complaint/appeal

- Complaint/appeal against the centre's administration of a qualification
  
- Complaint/appeal against an internal assessment decision/and or request for a review of marking.

*(By signing, 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.)*

- Complaint/appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal.

*(By signing, I am confirming I feel there are grounds to appeal against the centre's decision.)*

- Appeal against the outcome of a review of results.

*(By signing, 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
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## Appendix 2 – Complaints/Appeals Form

<b>Name of appellant</b>		<b>Candidate name if different to appellant</b>	
<i>Awarding body</i>		<i>Exam paper code</i>	
<i>Subject</i>		<i>Exam paper title</i>	

Please state the grounds for your complaint/appeal below:

**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/generalregulations>

## **Controlled Assessments, Coursework and Portfolios of Evidence**

### **5.8 The centre agrees to**

have in place, and 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; (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.)

## **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 a review of results 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 upon request.)

## **JCQ Post-results services**

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

### **6.4 Submission of requests**

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 a review of 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 a review of 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 reviews of 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.

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/examsoffice/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 a review.

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 a review 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:

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

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

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<sup>i</sup> **JCQ's General Regulations for Approved Centres, a copy of which can be found here :** <https://johnofgauntschool.org/about-the-school/exams/>