



At Christopher Whitehead Language College & Sixth Form (CWLC) certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by staff and internally standardised (please see separate policy on the management of NEA). CWLC is committed to ensuring that whenever staff marks candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents. Internal assessment refers to all GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments where marks awarded contribute to the final grade of the qualification.

This policy covers appeals relating to:

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

### **Internal assessment decisions**

Candidates' work will be assessed and marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity in accordance with the awarding body's instructions and requirements, including ensuring internal moderation and standardisation processes are met. Staff are committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body.

On being informed of their centre assessed marks, if a candidate believes that this process has not been adhered to in relation to 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 appeals procedure below to consider whether to request a review of the centre's marking.

CWLC 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. inform candidates that they may request 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 within 3 calendar days
5. inform candidates they will not be allowed access to original assessment material (for example, art work, recordings, etc) unless supervised and the material cannot be removed from the centre

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. requests for a review of the centre's marking must be made in writing to the exams officer within 3 calendar days of receiving copies of the requested materials
8. allow 3 calendar 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 that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of 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

The outcome of the review of the centre's marking will be made 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. A written record of the review will be kept and 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.

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.

This process is outside the control of CWLC and is not covered in this policy. Hence, a mark submitted to the awarding body should therefore always be considered provisional.

**Centre decisions not to support 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 prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking.

Where a concern is expressed that a particular result may not be accurate, the centre 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 centre supports any concerns. The centre will offer its opinion or advise in the matter, however, if the candidate insists on a review of marking, the centre will facilitate this. In all instances the candidate will pay for a review or access to script (if a fee is applicable).

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

**Reviews of Results (RoRs):**

- Service 1 (Clerical re-check)  
This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)  
This service is only available for externally assessed components of GCE / A-level specifications (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

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 2) 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. Candidate consent must only be collected after the publication of results.

Following the RoR 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 RoR 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.

**Appeals regarding centre decisions relating to access arrangements and special consideration**

The centre will always 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**.

The centre will always act on a request, from staff, parents, candidates or specialist, to investigate the consideration for access arrangements and reasonable adjustments. This investigation will be undertaken by appropriately trained and qualified staff. The outcome will determine the next step, either implementation of the appropriate access arrangement(s) or an explanation of a decision not to apply for a specific reasonable adjustment. This would occur in circumstances

where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the application of an access arrangement or reasonable adjustment.

If the candidate or parents/carers do not agree with the outcome, they are entitled to put forward an internal appeal. New evidence would need to be provided as to why the candidate should potentially be re-assessed. All evidence will be evaluated again and a conclusion will be formally made and sent to the candidate and parents/carers.

Failure to comply with the regulations may 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 of being the candidates 'normal way of working'.

### **Centre decisions relating to special consideration**

The centre will always follow the JCQ publication **A guide to the special consideration process**.

Where a candidate can provide evidence to support an application for special consideration, the centre will apply for this 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, an effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

If the centre are not able to make/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 application of special consideration, the candidate will be informed.