Policy Title:	**Internal Appeals Process**
Author:	**Examinations Officer**
Date of most recent review:	**September 2020**

This Internal Appeals Process will cover the following areas:

- Centre Assessed Marks
- Enquiries About Results (EARs)
- Malpractice
- Access Arrangements and Special Considerations

Appeals against Centre Assessed Marks for Controlled Assessments (CA), Coursework (CW) and Non-Examination Assessments (NEA)

In accordance with the Code of Practice for the conduct of external qualifications produced by Joint Council for Qualifications (JCQ), Kings College Guildford is committed to ensuring that whenever its staff mark candidates' work that 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. Kings College 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.

If a candidate feels that this may not have happened in relation to his/her work, he/she may make use of this appeals process. Requests for copies of materials/information **must** be made in writing by the student completing the Review of Marking form. A fee of £5 will be charged for this. If students wish to look at their CA/CW/NEA work they have produced, then this will need to be done in school, under supervision, as there must be no opportunity for the work to be amended.

If a student then decides to proceed with a full Review of Marking they must complete a further Review of Marking form. An additional fee of £25 will be charged.

The fees mentioned above are for administrative purposes only and therefore are non-refundable.

Students have **6 working days in total** from the date the Centre Assessed Marks are released within which to request either or both of these services, and should submit the forms to the Exams Office within the 6 working day deadline, together with payment. To ensure your request is dealt with promptly, we recommend that forms are emailed to the Exams Office (exams@kingscollegeguildford.com). Payment should be made immediately by cheque or in cash.

Students who miss the 6 working day deadline will be unable to submit a late request. Release dates for Centre Assessed Marks will differ from subject to subject.

Kings College 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
- Inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment
- Having received a request for copies of materials, promptly make them available to the candidate
- 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
- 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
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
- Inform the candidate in writing of the outcome of the review of the centre's marking.

All outcomes of reviews of the centre's marking will be made known to the Head of Centre and will be logged. 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. Students should be aware that marks can go down as well as up. It is important to note that marks, whether pupil appealed or not, can easily be changed by the external moderation process which is out of the Centres' control, and which would affect the marks of many if not all of the candidates. If the moderator selects a candidate who has been marked too generously either before or after appeal, then an overall reduction in marks will be applied generally, not just to the selected candidate.

It is impossible to transfer each given mark into an individual grade as the Awarding Bodies only make the grade boundary decisions based on the total marks in each subject once the national patterns have been analysed in July. Students will usually have been given an idea of how work has been progressing throughout the production process (if applicable) and so they should not be surprised with the final outcome.

Heads of Department will maintain the responsibility for managing their own Awarding Body deadline dates for Centre Assessed Marks, as these can differ by subject/Awarding Body.

The Review of Marking Form for students to complete can be located on the College website under Academic/Exams.

The Centre will adhere to the following JCQ publications:

- Instructions for Conducting Controlled Assessments
- Instructions for Conducting Coursework
- Instructions for Conducting Non-Examination Assessments

It is vital that students are clearly aware that work cannot be changed as a result of the Review of Marking process. The purpose of the Review of Marking is to deal solely with the issue of a marking error, rather than a mark that is below personal expectations. The work has to remain unchanged once submitted.

Appeals against outcomes of Enquiries About Results (EARs)

If a candidate remains dissatisfied after the outcome of an EARs, the candidate must raise this with their subject teacher in the first instance. The subject teacher may suggest to the candidate that a copy of the script be obtained before they agree to review the case (if this has not already been requested as part of the EAR).

Candidates and/or their parents/guardians are not entitled to appeal directly to the Awarding Body. Appeals can only be made by the Head of Centre on behalf of candidates.

If after reviewing the script the Centre genuinely believes that the Awarding Body has not followed due procedures, it is possible to submit an Appeal. The Appeal will focus on whether an Awarding Body:

- Have used procedures that were consistent with regulatory requirements
- Have applied its procedures properly and fairly in arriving at judgements

The first stage of the process would be for the Head of Centre to inform the Awarding Body of its intention to proceed to a Stage I Appeal.

Appeals must be made within 30 calendar days of receiving the outcome of the EARs.

The Centre will then complete the required paperwork for submission to the Awarding Body. When an application for an Appeal is received, an Awarding Body will have various mechanisms for deciding whether it will be accepted or not.

The Centre will adhere to the JCQ publication "A guide to the Awarding Bodies' appeals process".

Appeals against decisions made in cases of Malpractice

Decisions in cases of suspected malpractice are usually made by a dedicated and trained team of officers at the relevant Awarding Body. In cases of serious malpractice the decision may be made by a committee of senior officers or an external committee.

Appeals may be initiated against a finding of malpractice and/or the sanction imposed by the Awarding Body. It is not possible to appeal against a decision to take no further action or against a sanction which is perceived to be too lenient. Appeals can only be made by the Head of Centre on behalf of candidates.

A Head of Centre may appeal against a finding of malpractice and/or the sanction imposed on the Centre or members of staff, and on behalf of candidates entered or registered through the Centre.

A member of Centre staff or personnel contracted to a Centre (eg an external invigilator) may appeal against a finding of malpractice and/or the sanction imposed on him/her.

A third party who has been barred from taking examinations or assessments with an Awarding Body may appeal against that decision.

Candidates and/or their parents/guardians are not entitled to appeal directly to an Awarding Body. Representation must be made to the Head of Centre where the candidate was entered or registered.

Appeals should be made within two calendar weeks of receiving the malpractice decision. Appeals will be based on reasonable grounds which relate to the incident in question. The following are accepted as reasonable grounds:

- The incident was not dealt with in accordance with the published procedures in the JCQ publication "Suspected Malpractice in Examinations and Assessments"
- The decision was unreasonable in light of the evidence presented to the Malpractice Committee
- Further evidence (including medical evidence) has come to light which changes the basis of the Awarding Body's decision

- The sanction imposed is disproportionate to the seriousness of the malpractice

The following do not, by themselves, constitute grounds for an appeal:
- The individual did not intend to cheat
- The individual has an unblemished academic record
- The individual could lose a university place
- The individual regrets his/her actions

Appeals relating to Access Arrangements and Special Considerations

Access arrangements and Reasonable Adjustments are pre-examination adjustments approved before an examination or assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the examination or assessment.

Special consideration is an adjustment to a candidate's mark or grade to reflect temporary illness, injury or other indisposition at the time of the examination or assessment.

The Centre will adhere to the following JCQ publications:
- Access Arrangements and Reasonable Adjustments
- A guide to the Special Consideration process

Appeals can only be made by the Head of Centre on behalf of candidates. If after consulting with the above respective document, which outlines the decision in relating to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates, the Head of Centre disagrees with the decision made and reasonably believes that the Awarding Body has not followed due procedures, a written request setting out the grounds for a preliminary Appeal should be forwarded to the relevant Awarding Body.

Candidates and/or their parents/guardians/carer are not entitled to appeal directly to an Awarding Body. Representation must be made to the Head of Centre where the candidate was entered or registered. The decision as to whether proceed with an Appeal remains with the Head of Centre.

Appeals should be made within two calendar weeks of receiving the original decision letter, and should set out clearly and concisely the grounds for the Appeal. Awarding Bodies may reject Appeals made outside of this timescale.