

The Maynard School, Exeter

September 2024

 Internal Appeals Procedures & Policy 2024-2025

Independent Day School for Girls

**Key staff involved in internal appeals procedures.**

|  |  |
| --- | --- |
| **Role** | **Name(s)** |
| Head of centre | **Mrs Liz Gregory** |
| SLT members | **Mr Tom Hibberd****Dr Phil Rudling****Mrs Caroline Leigh** |
| Exam’s officer | **Mrs Donna Lewis** |

Contents

[Key staff involved in the procedure 2](#_Toc113823264)

[Purpose of the procedure 4](#_Toc113823265)

[Appeals relating to internal assessment decisions (centre assessed marks) 5](#_Toc113823266)

[Appeals relating to centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal 7](#_Toc113823267)

[Appeals regarding centre decisions relating to access arrangements and special consideration](#_Toc113823268) 12

[Appeals regarding centre decisions relating to other administrative issues 13](#_Toc113823269)

[Further guidance to inform and implement appeals procedures 15](#_Toc113823270)

Purpose of the procedure

This procedure confirms Maynard School’s compliance with JCQ’s **General Regulations for Approved Centres** (section 5.3z & 5.8)that the centre will:

* Have in place for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration. It should be reviewed and updated annually.
* Draw to the attention of candidates and their parents or carers their 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.

**Appeals relating to internal assessment decisions (centre assessed marks)**

Certain qualifications contain components/units of non-examination assessment (or units of coursework) which are internally assessed (marked) by Maynard 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.

Then qualifications delivered at Maynard containing internal assessed components are:

Art & Design GCSE and A-Level

Fashion & Textiles A-Level

Drama GCSE & A-Level

English Language IGCSE

English Literature A-Level

EPQ

Geography A-Level

History A-Level

Food & Nutrition GCSE

Music GCSE & A-Level

PE GCSE & A-Level

This procedure confirms The Maynard’s compliance with JCQ’s *General Regulations for Approved Centres (*section 5.7*)* that the centre will:

* have in place for inspection that must be reviewed and updated annually, a writteninternal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure arecommunicated, 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.

**Deadlines for the submission of marks** (Summer 2025 exam series)

|  |  |  |
| --- | --- | --- |
| Date | Qualification | Details |
| 15 March | GCSE & GCE | Final date for PE |
| 27 April | IGCSE | Final date for Cambridge English Language |
| 5 May | GCSE  | Final date for Eduqas Music |
| 7 May  | GCSE  | Final submission for AQA only |
| 15 May  | GCE & GCSE | Final date for submission of all other GCSE Examining Boards & A level NEA marks (AQA, OCR, Pearson and WJEC) |
| 31 May  | GCE | Final date for A level Art |

The Maynard 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.

Maynard School ensures that all centre staff follow a robust *non-examination assessment policy* (for the management of GCE and GCSE non-examination assessment and coursework). This policy details all procedures relating to non-examination assessments for GCE, GCSE & Project qualifications including the marking and quality assurance/ internal standardisation processes which relevant teaching staff are required to follow.

Details of this procedure must be communicated, made widely available and accessible to all candidates, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow. JCQ General Regulations state that the school must have a written internal appeals policy, details of which must be communicated, made widely available and accessible to all candidates.

Candidates’ work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. They should not have any potential conflict of interest. If AI tools have been used to assist in the marking of candidates work, they should not be the sole marker. Maynard School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher is 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 their work, or that the assessor has not properly applied the marking standrads to their marking, then the candidate may make use of the appeals procedure to consider whether to request a review of the centre’s marking.

Maynard 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. We will also:

1. 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 submitted.
2. Inform candidates that they may request copies of materials (Generally 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.
3. 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 originals, including artifacts, will be shared under supervised conditions) within 3 days.
4. Inform candidates they will not be allowed access to original assessment material, including artifacts, unless supervised.
5. Provide candidates with sufficient time (5 working days) to allow them to review copies of materials and reach a decision.
6. Provide a clear deadline for candidates to submit a request for a review of the centre’s marking. Requests will not be accepted after this deadline. Requests must be made in writing, by email completing the internal appeals form within 5 working days of receiving copies of the requested. The candidate must explain on what grounds they wish to request a review.
7. Allow 3 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.
8. 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.
9. Instruct the reviewer to ensure that the candidate’s mark is consistent with the standard set by the centre.
10. 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 body 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.

Maynard School uses the following wording, directly taken from JCE regulations to inform students and parents of the internal appeals procedure. This can be found in an examination information booklet given to each U5 & U6 student. It can also be found in the examination information section of the school’s website. Reference is made to the appeals procedure in a letter sent out to U5 & U6 parents at the beginning of each academic year outlining exam procedures.

(\*See Internal Appeals (NEA Assessment) Procedures as a separate document).

* *Maynard School will ensure that candidates are informed of their centre assessed marks two weeks before the Awarding Body’s deadline, so that they may request a review of the centre’s marking before marks are submitted to the awarding body.*
* *Maynard School will inform candidates that they 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.*

Internal appeals procedures template

**Delete this text box when the information contained here is understood**

**THIS TEMPLATE HAS BEEN UPDATED SINCE THE 2016/17 VERSION TO REFLECT OFQUAL AND JCQ CHANGES IN PLACE AT OCTOBER 2017.**

Amendments have been made to this template (Appeal number 1) in January 2018 to

* the **Deadlines for the submission of marks** table (in that the 31/03/2018 for the submission of marks for GCSE (9-1) Computer Science no longer applies)
* include changes to the JCQ [**suggested template**](http://enews.pearson.com/rsps/m/2DxzERWUiLf_R0HY3fCgb5xTEa9pV-zCCz_gAiUwNY8) for centres, as this no longer states that appeals should be logged as complaints
* changes to the ***Complaints and appeals log template*** relating to the above bullet point

A table to record **all** the centre staff (job role and name) involved in internal appeals procedures has been inserted at the beginning of the template. You may choose to delete this or use it as good practice by inserting **all** relevant roles and staff names (some example roles have been provided).

This template is provided as an example **only** and is designed to provide you with a starting point/framework on which to build internal appeals procedures.

**Important points that must be noted/actioned**

* The processes included in this template are suggestions **only** based on information contained in the reference publications provided on the final page of the template
	+ Also see the JCQ *Notice to Centres - informing candidates of their centre assessed marks* here <https://www.jcq.org.uk/exams-office/non-examination-assessments> produced on behalf of AQA, OCR, Pearson and WJEC (published on 29 January 2018) providing some **FAQs** to help centres in their understanding of the requirement and to also help in the implementation of this procedure for the June 2018 examination series, and all subsequent series
* A table to record external deadlines for the submission of centre marks has been provided (some example dates have been provided as illustration); this table should be fully completed to reflect the external deadlines for all the awarding bodies (and qualifications delivered) your centre works with (or you may choose to insert your internal deadlines or even delete the table if you feel it is not appropriate to provide this information in the procedure)

***Further note***: GCSE submission deadlines may vary by awarding body and there may be different deadlines for certain subjects of GCE (dependent on the awarding body)

* The internal deadlines for making internal appeals should be clearly set by the centre (replace **X** to reflect this) to ensure the relevant external deadline(s) can be effectively met (you may also for example wish to change the term ‘calendar days’ to working days or school/college days etc.)
* The *internal appeals form* and *complaints and appeals log* are suggestions only – again if used as part of your centre’s internal appeals procedures, these forms should be customised to reflect the processes used in your centre to capture information
* Processes and deadlines should be closely checked and edited accordingly to reflect ways of working in your centre by
	+ deleting information that is not relevant to your centre (for example a centre that does not deliver GCEs could remove any reference that is specific to GCE etc.)
	+ amending information where a process runs differently in your centre
	+ adding information that you consider should be included in these procedures

The processes identified in this template are not exhaustive.

* *Maynard School will, having received a request for copies of materials, promptly make them available to the candidate.*
* *Maynard School will provide candidates with sufficient time to allow them to review copies of materials and reach a decision.*
* *Maynard School will provide a clear deadline (two weeks before the marks are due to the awarding body) for candidates to submit a request for a review of the centre’s marking. Requests will not be accepted after this deadline. Requests must be made in writing to the Head.*
* *Maynard School will allow the necessary 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.*
* *Maynard School 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.*
* *Maynard School will instruct the reviewer to ensure that the candidate’s mark is consistent with the standard set by the centre.*
* *The reviewer will 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. A written record of the review will be kept and made available to the awarding body upon request.*

*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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.*

Appeals against decisions to reject a candidate’s work on the grounds of malpractice

The JCQ Information for candidates documents (Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

Maynar ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication does not need to be reported to the awarding body but will be dealt with in accordance with the centre’s internal procedures. The only exception to this is where the awarding body’s confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate’s work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, Maynard will:

Maynard will:

* Follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (Instructions for conducting non-examination assessments/Instructions for conducting coursework) and any supplementary guidance that may be provided by the awarding body.
* Where this may lead to the decision to not accept the candidate’s work for assessment or to reject a candidate’s coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision:

Maynard will:

* The student should produce a written request, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
* An internal appeals form should be completed and submitted within 5working days of the decision being made know to the appellant.
* The appellant will be informed of the outcome of the appeal by Maynard within 5 working days of the appeal being received and logged by the centre.

This procedure is informed by the JCQ publications [Instructions for conducting non-examination assessments](https://www.jcq.org.uk/exams-office/non-examination-assessments) (6.1), [Review of marking (centre assessed marks) suggested template for centres](https://www.jcq.org.uk/exams-office/non-examination-assessments). and[Notice to Centres -Informing candidates of their centre assessed marks](https://www.jcq.org.uk/exams-office/non-examination-assessments)

**Appeals relating to a centre’s decision not to support an application for a clerical check, a review of marking, a review of moderation or an appeal**

This procedure confirms Maynard School’s compliance with JCQ’s General Regulations for Approved Centres, 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, deadlines for requesting a service and fees charged are provided alongside the student’s results in an envelope on results day. Candidates are also informed of the arrangements for post-results services **before** they sit any exams in a briefing given by the Head and Exams Officer before exams begin, in the Exams Information booklet issued to each student prior to the start of exams. At this time students are also informed of the accessibility of senior members of centre staff & HOD’s immediately after the publication of results, to help with any problems or queries. SLT & HOD’s or their deputies are present on results days in school.

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

# E*nquiries about results* (EARs) offers three services.

# Service 1 – clerical re-check (This is the only service available for multiple choice tests)

# Service 2 – review of marking and priority review of marking (This service is available for students who have a university or college place pending on the outcome)

# Priority service 2 (Review of marking) This service is available for externally assessed components of GCE specifications.

# Service 3 – review of moderation (this service is not available to an individual candidate)

Access to scripts (ATS)

1. Copies of scripts to support reviews of marking.
2. Copies of scripts to support teaching and learning.

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.

For written components that contributed to the final result, the centre will:

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking (where the qualification concerned is eligible for this service).
2. In all other instances, consider accessing the script by:
	1. (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
	2. (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.
3. Collect informed written consent/permission from the candidate to access their script
4. 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.
5. Support a request for the appropriate either a clerical re-check or review of marking if any error is identified.
6. Collect informed written consent from the candidate to request the Review of marking before the request is submitted using an electronic form found on the schools website <https://www.maynard.co.uk/academic-information/examination-information-new/>

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.

1. Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body.
2. The candidate must pay the appropriate EAR fee to the centre prior to it being sent off to the Exam Boards.
3. If the candidate (their parent/carer) believes there are grounds to appeal against the centre’s decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the internal appeals form at least 3 days prior to the internal deadline for submitting an EAR.
4. The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.

 **Moderated components that contributed to the final result**

* 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 any moderator’s report/feedback to identify any issues raised.
* Determine if the centre’s internally assessed marks have been accepted without change by the awarding body – if this is the case, a review of results- 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.

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:

* For a review of marking (Review of results- priority service 2), advise the candidate they may request the review by providing informed written consent and the required fee, for this service to the centre by the deadline set by the centre.
* For a review of marking (Review of results- service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking by providing written permission for the centre to access the script (and any required administration 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 (Review of results- service 1 or 2) 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 (Review of results service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample.
* If the candidate (or their parent/carer) believes there are grounds to appeal against the centre’s decision not to support a review of results, an internal appeal can be submitted to the centre by speaking first to Mr Hibberd or the Head. It there is still no consensus they can complete the internal appeals form or email at least 3 days prior to the internal deadline for submitting a request for a review of results.
* The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting a Review of results.

Grounds for appeal

* Following the Review of results outcome, an external appeals process is available if the Head 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 review of results outcome, but the candidate (or their parent/carer) believes there are grounds for a preliminary appeal to the awarding body, after discussion 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.

Procedures

An email outlining the reasons for an appeal to the Exam Boards should be completed and submitted to the centre within 10 days of the notification of the outcome of the Review of results. 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 the awarding body issuing the outcome. 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.

If the preliminary appeal is not upheld, and where the Head of centre is satisfied after receiving the preliminary appeal stage outcome and guidance from the appropriate HOD that the grounds for appeal have not been resolved, then the school may pursue an appeal hearing. If all grounds for appeal have been resolved the Head of Centre will make a final decision to accept the outcome.

Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Maynard 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.

Maynard 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, Maynard 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 Maynard School has appropriate evidence signed by the Head to support an application, it will apply for special consideration at the time of the assessment for a candidate who is affected by adverse circumstances beyond 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 their normal level of attainment in an assessment.

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

This may include Maynard 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 Maynard 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.
* An **internal appeals form, or an email** should be completed and submitted within 5 calendar/working days of the decision being made known to the appellant.

To determine the outcome of the appeal, the head of centre will 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 within 5 calendar/working days of the appeal being received and logged by the centre.

If the appeal is upheld, Maynard School will proceed to implement the necessary arrangements/submit the necessary application.

This procedure is informed by the JCQ publications [A guide to the awarding bodies’ appeals processes](https://www.jcq.org.uk/exams-office/appeals/) (section 3), [Suspected Malpractice: Policies and Procedures](https://www.jcq.org.uk/exams-office/malpractice/) (section 3.3), [General Regulations for Approved Centres](https://www.jcq.org.uk/exams-office/general-regulations/) (section 5.4), [Access Arrangements and Reasonable Adjustments](https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/) (Importance of these regulations) and[A guide to the special consideration process](https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/) (sections 1, 2, 6)

**Appeals regarding centre decisions relating to other administrative issues.**

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

Where Maynard 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 the regulations or followed due process, a written request setting out the grounds for appeal should be submitted.
* An **internal appeals form** should be completed and submitted within 5 calendar/working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 5 calendar/working days of the appeal being received and logged by the centre.

This procedure is informed by the JCQ publication [A guide to the awarding bodies’ appeals processes](https://www.jcq.org.uk/exams-office/appeals/) (section 7)

**Appendix 1**

|  |  |
| --- | --- |
| **Internal appeals form** | **FOR CENTRE USE ONLY** |
| Date received |  |
| Please tick box to indicate the nature of your appeal and complete all white boxes on the form below  | Reference No.  |  |

* 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 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** |  |
| **Subject** |  | **Exam paper title** |  |
| **Please state the grounds for your appeal below** *(If applicable, tick below)** Where my appeal is against an internal assessment decision I wish to request a review of the centre’s marking

*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: |

**Appeals log.**

\*All appeals are logged and assigned a reference number. The outcome & outcome date are also logged. A written record of the review will be kept, so information is easily available to an awarding body upon request. The Awarding Body will be informed if the centre does not accept the outcome of a review, this will be noted on this log.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Ref No.** | **Date received** | **Appeal** | **Outcome** | **Outcome date** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# Forms used by Maynard: AFTER YOUR RESULTS… GCE August 2024

**The following options are available:**

1. Service 1 Clerical check

The script is not reviewed but it is checked to ensure that all parts have been marked, and the marks have been added up correctly. **Deadline: 26 September 2024**

2. Service 2 Review of marking

You may request a review of the mark for a paper that you sat in the summer. This includes a clerical check, a second examiner reviewing the paper to identify any marking errors and a check that all marks have been counted. Requests can be made up to Sept. 26 but the sooner you send in the request, the sooner it will be dealt with. It is advisable to speak to Mr Hibberd or your subject teacher before making this request. **Deadline: 26 September 2024**

**\**Remember that your mark may go up or may go down if it is reviewed***

3. Service 2 Review **and** access to script

You may wish to ask for a review and at the same time ask for a copy of the reviewed script.

 (\*You cannot request the original script later if it has been reviewed)

 **Deadline: 26 September 2024**

 4. Service 2P Priority review of marking

This is a quicker service for students whose place at university depends on an outcome. It is advisable to speak to Mr Hibberd before making this request.

**Deadline: 22 August 2024**

**\**Remember that your mark may go up or may go down if it is reviewed.***

5. Service 2P Priority review **and** access to script

You may request a copy of your reviewed script at the same time as asking for a priority review.
(\*You cannot request the original script later if it has been reviewed).

**Deadline: 22 August 2024**

6. Access to scripts (priority- AQA)

Photocopy of the script to help you decide your next steps.

**Deadline: 29 August 2024**

7. Access to script (non- priority/ original)

You may ask to have your original script returned for your interest and learning. You must not ask for your original script if you think you may make any kind of appeal. Papers will be returned by the middle of November.

**Deadline: 26 September 2024**

**You must discuss your ideas with Mr Hibberd first, before requesting these services.**

Costs of Post Exam Services 2024

**There is a fee for each component/ paper of a subject, not for the overall subject!**

Please note that the cost of the service depends on each exam board, details are shown in the table below. Drama, Music & MFL papers may have specific costs: speak to Mrs Lewis. If the grade is changed by the Exam Board, they will reimburse the fee and we will return this to you. All services must be paid for before they can be sent off to the Exam Board. This can be done by cash or by card. The Finance Office can help with this over the phone or in school ( 01392 355990).

###

|  |  |  |  |
| --- | --- | --- | --- |
| Service type | AQA | Edexcel | OCR |
| 1.Service 1 Clerical check | £9.05 | £13.10 | £10.75 |
| 2. Service 2 Review of marking | £48.65 | £54.30 | £61.50 |
| 3. Service 2 Review **and** access to reviewed script | £48.65  | £54.30 + £14.50 | £61.50 + £15.75 |
| 4. Service 2 Priority review of marking | £57.85 | £64.70 | £75.75 |
| 5. Service 2P Priority review **and** reviewed access to script | £57.85 | £64.70 + £14.50 | £75.75 + £15.75 |
| 6. Access to script (priority) | £1 per paper | £1 per paper | £1 per paper |
| 7.Access to script-non priority for learning | £1 per paper | £1 per paper | £1 per paper  |

Next steps if you are unhappy with your grades:

1. If you are not happy with your grade please speak to Mr Hibberd, Mrs Fanous, Mrs Lewis or your subject teacher on results day for advice.
2. We will be able to see if your mark is close to the next grade boundary. If it is, they might suggest accessing your exam scripts, so that your teacher or Head of Department can take a look at them to see if there are any marking errors or questions which might have been too leniently marked. Please remember, however, that your teacher doesn’t have access to the mark scheme and will not have received the training required to mark for the Exam Board. They can only offer recommendations about whether they feel it might be worth requesting a review of the marks. The final decision is yours and you must be aware that marks can go up, but also down. If your mark is near the lower end of a grade boundary it will be too risky to request a review of marking.
3. Once you have decided that you would like to access your scripts please complete the electronic form <https://forms.office.com/e/X0LGyazxvk> Links to electronic forms can also be found on the school website in Academic /Examination Information/ Folder called ‘Post Exam Services’.
4. Payment must be made before the request can go ahead; fees are in the table above.
5. Once the scripts have been accessed they will be emailed to you, your teacher and the Head of Department.
6. The teacher will email you their recommendations directly, outlining the best paper(s) to request and in which order. There might be time to request one paper at a time and see the outcome before proceeding, although there are deadlines to watch, and you might not get them all back in time if you have a university place pending.
7. If you wish to request a review of marking please complete the electronic form (enter more than one form if you are applying for more than two subjects). <https://forms.office.com/e/XifASHGzWF>
8. Payment must be made before the request can be sent to the Exam Boards. There is a fee for each paper.
9. The outcome of the review of marking will be sent to you directly. If the grade has gone up the fee will be reimbursed to you.
10. If the grade hasn’t changed & you are still unhappy you can appeal- email Mrs Lewis.

# AFTER YOUR RESULTS… GCSE August 2024

**The following options are available:**

1. Service 1 Clerical check

The script is not reviewed but it is checked to ensure that all parts have been marked and the marks have been added up correctly. **Deadline: 26 September 2024**

2. Service 2 Review of marking

If you are unhappy with your result, you may request a review of the paper. This includes a clerical check, a second examiner reviewing the paper to identify any marking errors and a check that all marks have been counted. It is advisable to speak to Mrs Fanous, Mrs Lewis, or your subject teacher before making this request. **Deadline: 26 September 2024**

***\*Remember that your mark may go up or may go down if it is reviewed***

3. Review **and** access to script

You may wish to ask for a review and at the same time ask for a copy of the script for your interest. (\*You cannot request the script later if it has been reviewed).

 **Deadline: 26 September 2024**

 4. Service 2P Priority review of marking – (**Edexcel only)**

This is a quicker service for students whose place at Sixth Form for A levels depends on an outcome. **Edexcel is the only Board to offer this service.** It is advisable to speak to Mrs Fanous, Mrs Lewis, or your subject teacher before making this request.

**Deadline: 29 August 2024**

***\*Remember that your mark may go up or may go down if it is reviewed*.**

5. Service 2 P Priority review **and** access to script- **Edexcel only**

You may request a copy of your script at the same time as asking for a priority review (Edexcel only). \*You cannot request the script later if it has been reviewed

**Deadline: 29 August 2024**

6. Access to script- (non-priority/ original/ photocopy from all boards except AQA)

You may ask to have your original script or a photocopy to help you to decide if you should request a review of marking or just for your interest and learning.

**Deadline: 26 September 2024**

7. Access to script- Priority photocopy (AQA only)

You may ask for a photocopy of your script so that you can decide if you would like to request a review.

 **Deadline: 5 September 2024**

**You must discuss your ideas with Mrs Lewis, Mrs Fanous, or subject teacher before requesting a post exam service.**

Costs of Post Exam Services 2024

**There is a fee for each component/ paper of a subject, not for the overall subject!**

Please note that the cost of the service depends on each exam board, details are shown in the table below. Drama, Music & MFL papers may have specific costs: speak to Mrs Lewis. If the grade is changed by the Exam Board, they will reimburse the fee. All services must be paid for before they can be sent off to the Exam Board. This can be done by card; the Finance Office can help with this over the phone or in school (01392 355990).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Service type | AQA | Edexcel | OCR | EDUQAS | Cambridge |
| 1.Service 1 Clerical check  | £9.05 | £13.10 | £10.75 | £11 | £23.20 |
| 2.Service 2 Review of marking  | £42.00 | £46.70 | £61.50 | £40.00 | £53.95 |
| 3 Service 2 Review **and** access to script | £42.00Reviewed script is free | £46.70 + £14.50 | £61.50 + £15.75 | £40.00 | £81.35 |
| 4. Service 2P Priority review of marking | N/A | £53.70 | N/A | N/A | N/A |
| 5. Service 2P Priority review **and** access to script | N/A | £53.70 + £14.50 | N/A | N/A | N/A |
| 6.Access to script non-priority | £1 per paper | £1 per paper | £1 per paper | £1 per paper | £19.75 (original paper) |
| 7.Access to script- priority | £1 per paper | £1 per paper | £1 per paper | £1 per paper | N/A |

Next steps if you are unhappy with your grades:

1. If you are not happy with your grade please speak to Mr Hibberd, Mrs Fanous, Mrs Lewis or your subject teacher on results day for advice.
2. We will be able to see if your mark is close to the next grade boundary. If it is they might suggest accessing your exam scripts, so that your teacher or Head of Department can take a look at them to see if there are any marking errors or questions which might have been too leniently marked. Please remember, however, that your teacher doesn’t have access to the mark scheme and will not have received the training required to mark for the Exam Board. They can only offer recommendations about whether they feel it might be worth requesting a review of the marks. The final decision is yours and you must be aware that marks can go up, but also down. If your mark is near the lower end of a grade boundary it will be too risky to request a review of marking.
3. Once you have decided that you would like to access your scripts please complete the electronic form <https://forms.office.com/e/X0LGyazxvk> Payment must be made before the request can go ahead; fees are in the table above. The link to electronic forms can also be found on the school website in academic /Examination Information/ Folder called ‘Post Exam Services’.
4. Once the scripts have been accessed they will be emailed to you, your teacher and the Head of Department.
5. The teacher will email you their recommendations directly, outlining the best paper(s) to request and in which order. There might be time to request one paper at a time and see the outcome before proceeding, although there are deadlines to watch, and you might not get them all back in time.
6. If you wish to request a review of marking please complete the electronic form <https://forms.office.com/e/XifASHGzWF> Payment must be made before the request can be sent to the Exam Boards. There is a fee for each paper.
7. The outcome of the review of marking will be sent to you directly. If the grade has gone up the fee will be reimbursed to you.
8. If the grade hasn’t changed & you are still unhappy you can appeal- email Mrs Lewis.

Further guidance to inform and implement appeals

**JCQ**

* 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 Special Consideration Process: <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

**Ofqual**

* GCSE (9 to 1) qualification-level conditions and requirements <https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>

* GCE qualification-level conditions and requirements <https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>

|  |
| --- |
| **Approved/reviewed by** |
| Donna Lewis September 2024 |
| **Date of next review** | Sep 2025 |