



Appeals and Internal Appeals policy

Applies to	All students in college and boarding
Approved by	I certify I have reviewed this policy and verify that to the best of my knowledge it reflects current legislation and is in accordance with the wishes of the Governors Dr Martin Meenagh (Principal)
Annual Review	Reviewed: February 2019 Next review: August 2019

Appeals against the internal marking of a public examination

Chelsea Independent College is committed to ensuring that whenever our staff assesses students' work for an external qualification that this is done accurately, consistently and in a manner, which complies with the specification for the qualification concerned. Assessments are conducted by staff who have appropriate knowledge, understanding and skills, and who have had training within the department in this activity. Students' work should be produced and authenticated according to the requirements of the examinations board and JCQ. Where a set of work is divided between staff, consistency of marking must be assured by internal moderation and standardisation.

If a student feels that any of the above principles of accuracy, consistency and compliance have not been fulfilled in relation to their work, they may make use of this appeals procedure. Appeals may be made against the process that led to the assessment as well as the final mark awarded. **Appeals may be made against internal marking of a non-examination assessment component at GCSE and A level.**

This appeals procedure is made known through its publication on the College website and to the candidates at the time that marks are given back. It is also available from reception.

Procedure to be followed

1. **All students must be informed of their marks in internally assessed components of public examinations** after the internal assessment and standardisation of marking processes have been completed and before the marks are sent to the relevant exam board for moderation.
2. Students must be informed at this time that these are not final marks as they are subject to moderation by the exam board and can be revised up or down at their discretion to ensure consistency across different exam centres. Students should also be informed that the College is not aware of how grade boundaries may be set and that we cannot have any certainty that a particular mark corresponds to a particular grade. Students must be made aware that they have the right to access their scripts, where appropriate, and of their right to appeal.
3. Students should be made aware that a rigorous process of internal standardisation has occurred to arrive at these marks to ensure fairness to all students within the cohort. Students must also be informed that if they choose to appeal the mark awarded that their mark is not "protected" and could go down, stay unchanged or be revised up as a result of that appeal. The resulting mark is then final and cannot be further challenged.
4. Students must be given sufficient time to allow them to review copies of materials to assist them in considering whether to request an appeal. This should be at least 5 working days from the time that the marks are given back to the student (in the case of A level Art where time constraints necessitate a shortened consideration period) and will be a maximum of two full weeks. Requests for appeal will not be accepted after that deadline.
5. Students must be provided with copies of material promptly such as assessment criteria and/or mark schemes as well as a copy of their marked work, where appropriate, after a request for them has been made.
6. If a student or parent wishes to appeal the mark awarded or the process followed then they must do so formally in writing (or via email) to the relevant Head of Department setting out

the grounds for appeal based upon the materials that have been made available to the student. At this stage the Head of Department should ensure that the Principal and the Examinations Officer are informed of this appeal request.

7. The Head of Department will formally acknowledge the appeal request and outline the process and time frame for the appeal and should also ensure that the parent and/or student concerned is aware that there is no “mark protection” and that the outcome of the appeal may be that the mark is raised, confirmed or lowered. That mark is then final and is not subject to any further appeal process.
8. The appeal process must be undertaken by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and who has no personal interest in the review. Where possible, the assessor will not have been involved in the marking or standardisation of that assessment. The assessor must ensure that the candidate’s mark is consistent with the standard set by the centre, or where an appeal is made on the grounds of process that the department has adhered to the school policy on non-examined assessment and that the standardisation process was carried out appropriately. The assessor will then re-mark the relevant piece(s) of work, with sight of the original mark, applying a tolerance with regard to the original mark in line with the Ofqual approach of “reasonable academic judgement”. Where possible, this tolerance should be in line with that applied by external exam boards. In most cases the assessor will not be an employee of the College and therefore a fee of £50 will be charged to cover the cost of an honorarium for the external assessor of the mark.
9. The assessor conducting the appeal should communicate a final decision to the relevant Head of Department and the Principal and Examinations Officer along with their feedback on their decision.
10. This final decision should be communicated to the student or parent in writing (or via email) by the Head of Department, along with relevant feedback and justification with the Principal copied in. This must be finalised prior to the sending of marks to the Exam Board.
11. In light of any mark changes, the Head of Department may then need to undertake a second standardisation of the non-examined assessments marked by that original teacher prior to the marks being submitted to the Exam Board.

After work has been assessed internally it is moderated by the awarding body (examinations board) to ensure consistency between centres. Such moderation may change the marks awarded for internally assessed work. That is outside the control of Chelsea Independent College and is not covered by this procedure. If parents have concerns about it, they should be directed towards a copy of the enquiries into results procedures of the relevant examinations board.

Procedures for appeals against an awarding body’s decisions (enquiries about results, malpractice, access arrangements and special consideration)

If, on receiving their results, a student is concerned that their script has been mismarked then after consultation with subject teachers and/or the relevant head of department then they should make a

request for an enquiry about results (review of marking). This is normally conducted by a senior examiner and will either confirm or revise up or down the original mark awarded, applying a level of tolerance for a difference of “reasonable academic judgement” between two assessors.

Following the outcome of an enquiry about results (review of marking), application of special consideration, access arrangement or malpractice investigation issued by the awarding body the College normally has two calendar weeks to appeal that decision, although this varies with each awarding body. If **the College** feels there are grounds to appeal they will contact the candidate to inform them of the College’s intention to appeal.

If a **candidate** wishes to appeal they should approach the College within 4 days of receiving the outcome of the relevant enquiry about results. The College will then assess whether there are grounds for appeal using the JCQ regulations [‘A guide to the awarding bodies’ appeals process’](#).

JCQ policy states: *‘...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.**’*

Decisions about whether to appeal are made by the College and not by the candidate or their parents. The College will inform the candidate within 5 working days of receiving their request to appeal whether the College will proceed with that appeal. The College’s decision is final.

Appeals against the outcome of an enquiry about results (appealing an enquiry about results decision) can be made on **procedural** grounds (at GCSE and A-level) or **on the basis of the mark** awarded (A-level only). There are no appeals on the basis of marking available at GCSE. An appeal considers whether the exam board has followed their internal procedures in the conduct of the marking (and/or remarking) processes according to the *Code of Practice* of the regulators.

The College will only agree to submit an appeal on the contention that the marking has clearly not followed the published mark scheme at A-level where we are convinced that there is a significant marking error which is out of line with the “reasonable academic judgement” of two different assessors. An appeal is not a route to try and make a marginal adjustment to a mark where a candidate has fallen just short of a grade boundary but is a mechanism designed to correct a substantial marking error that has been somehow missed in the enquiry about results process. Awarding bodies charge a fee for each stage of an appeal which will be normally be paid by the student or their parents.

The first appeals stage is normally an administrative review of procedures by an officer of the awarding body who has not had any previous involvement with the matter in a **procedural** enquiry but may also involve a review of marking at A level where this is the basis of the appeal. There are two further rounds of appeal processes available if the Stage 1 appeal fails to reach an outcome which satisfies the school – a Stage 2 appeals hearing with the exam board and finally an external Examination Procedures Review Service at Ofqual appeal if the specification concerned falls under the remit of Ofqual (which will not include some unregulated IGCSEs). Both are initiated at the discretion of the College.

For more details on the process in cases appealing against a decision of malpractice, or against the decision in an access arrangement or special consideration request please see the JCQ document [‘A guide to the awarding bodies’ appeals process’](#).