St Alban's Catholic High School

Internal Appeals Policy

Approved by Full Governing Body

Recommission Date: September 2027

INTERNAL APPEALS POLICY

Introduction

Certain qualifications contain components/units of non-examination assessment, controlled assessment and/or coursework which are internally assessed (marked) by centres and internally reviewed/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.

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 the centre's marking is in line with national standards.

The mark submitted to the awarding body is subject to change and should, therefore, be considered provisional.

Purpose of the procedure

The purpose of this procedure is to confirm the arrangements at St Alban's Catholic High School for dealing with appeals relating to internal assessment decisions.

This procedure ensures compliance with JCQ regulations which state that centres must:

- have in place for inspection, that must be reviewed and updated annually, 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
- 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
- draw to the attention of candidates and their parents/carers their written internal appeals procedure which will cover appeals regarding internal assessment decisions and centre decisions relating to access arrangements and special consideration

Principles relating to centre assessed marks

The Head of Centre/senior leader(s) at St Alban's Catholic High School will ensure that the following principles are in place in relation to marking the work of candidates:

- A commitment to ensuring that whenever teaching staff mark candidates' work, that this is done fairly, consistently and in accordance with the awarding body's specification and associated subject-specific documents
- All centre staff follow a robust policy regarding the management of non-examination assessments including controlled assessments and coursework which details the procedures relating to the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow
- Candidates' work will be marked by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity and who do not have any potential conflicts of interest (If AI tools have been used to assist in the marking of candidates' work, they will not be the sole marker)
- A commitment to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body

- Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistent 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 standards to the marking, then the candidate may make use of the appeals procedure below to consider whether to request a review of the centre's marking

Procedure for appealing internal assessment decisions (centre-assessed marks)

The Head of Centre/Senior Leader(s) at St Alban's Catholic High School will:

- Ensure that candidates are informed of their centre-assessed marks so that they can request a review of the centre's marking before final marks are submitted to the awarding body
- Provide a clear deadline for candidates to submit a request for a review of the centre's marking and confirm understanding that requests must be made in writing (using form IA1) and will not be accepted after this deadline
- Inform students that there is a £50 administration fee
- Inform candidates that they will need to explain on what grounds they wish to request a review of an internally
- Inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised
- Inform candidates that they may request copies of materials (as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to help them decide whether to request a review of the centre's marking of the assessment
- Provide candidates with sufficient time 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
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
- 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 for the submission of marks
- 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
- Ensure the outcome of the review of the centre's marking is 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
- Inform the candidate in writing of the outcome of the review of the centre's marking
- Ensure a written record of the review is kept and made available to the awarding body upon request

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

The JCQ Information for candidate's 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.

The JCQ Information for candidates - AI (Artificial Intelligence and assessments) or similar centre document is issued to candidates prior to assessments taking place (and prior to a candidate signing the declaration of authentication which relates to their work).

At Alban's ensures that staff delivering/assessing coursework, internal assessments and/or non-examination assessments are aware of centre procedures relating to the authentication of learner work and have robust processes in place for identifying and reporting plagiarism (including AI misuse) and other potential candidate malpractice.

Candidate malpractice offences relating to the content of work (i.e. inappropriate / offensive content, copying/collusion, plagiarism (including AI misuse) and/or false declaration of authentication) which are discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication do not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment where the offence does not relate to the content of candidates' work (e.g. possession of unauthorised materials, breach of assessment conditions) or where a candidate has signed the declaration of authentication, must be reported to the awarding body.

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, St Alban's 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:

- a written request, using form IA1, 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
- the form should be submitted within 7 working days of the decision being made know 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.

Appeals relating to centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms St Alban's compliance with JCQ's General Regulations for Approved Centres 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, internal deadlines for requesting a service and fees charged are provided by the Exams Officer to all students and staff prior to results' days.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams through the 'Exams Guidance for Students Booklet' given to them with their exam timetable in February. They are also informed that advice and guidance will be available on Results Days including the accessibility of senior members of centre staff immediately after the publication of results.

If the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered. The JCQ post-results services currently available are detailed below.

Reviews of Results:

Service 1 (Clerical re-check)

Service 2 (Review of marking)

Priority Service 2 (Review of marking)

Service 3 (Review of moderation) This service is not available to an individual candidate

Access to Scripts:

Copies of scripts to support reviews of marking

Copies of scripts to support teaching and learning

Where a concern is expressed that a particular result may not be accurate, if requested, the centre may 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 exam components:

Students/parents will be expected to pay for any post results and a request will be made to the awarding body on the candidate's behalf.

Awarding bodies will only accept applications from Centres and not from candidates or parents.

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a Rview of Results service 1 or 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.

For moderated exam components St Alban's will:

- 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 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]

Centre actions in the event of a disagreement

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:

- Advise candidates to submit an internal appeal to the Centre in writing using form IA1 addressed to the Headteacher no later than 5 days before the published deadline for EARs (or in the instance of a priority review for Y13 students that have a university place resting on the outcome, the appeal would need to be received the following Monday, that being 4 calendar days after results day).
- The appeal should be in writing (and sent by email) to exams@stalbans-staff.org stating the full details of the complaint and reasons for the appeal. It should be signed and dated and include a daytime contact number of the student. This will be reviewed by the Headteacher, or in his absence, another member of Leadership Team.
- The outcome of the appeal will be communicated by telephone (because of time deadline) within 2 days of receipt and followed up in writing. This decision is final.

Following the Review of Results 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 Review of Results outcome, but the candidate (or their 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 using form IA1.

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.

Access arrangements and special consideration

St Alban's Catholic High School will:

- comply with the principles and regulations governing access arrangements and reasonable adjustments as set out by the JCQ
- ensure that all staff who manage and implement access arrangements and reasonable adjustments are aware of the requirements and are appropriately supported and resourced in accordance with the regulations
- 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 has 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

Special consideration is given to a candidate who has temporarily experienced illness, injury or some other event outside of their control at the time of the assessment. It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

St Alban's Catholic High School will:

- comply with the requirements as set out by the JCQ and ensure that all staff who manage and administer special consideration applications are aware of the requirements.

Where St Alban's Catholic High School has appropriate evidence to support an application, it will apply for special consideration at the time of the assessment for the affected candidate/candidates.

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

This may include:

- a decision not to award/apply for a specific access arrangement/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 St Alban's Catholic High 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

- This should be done in writing to the Head of Centre, stating the reasons and grounds for appealing the decision. This should be done within two weeks 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/reasonable adjustments and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal in writing within 2 working weeks of the appeal being received and logged by the Centre.

If the appeal is upheld, St Alban's Catholic High School will proceed to implement the necessary arrangements.

Appeals regarding Centre decisions relating to other administrative issues

Circumstances may arise that cause St Alban's Catholic School to make decisions on other administrative issues that may affect a candidate's examinations/assessments.

Where St Alban's Catholic 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 with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- This should be done in writing to the Head of Centre using Form IA1 within five working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal in writing within five working days of the appeal being received and logged by the centre.

FOR CENTRE USE ONLY

Date received:

FORM IA1 – Internal Appeals Form

Please tick the box to indicate the nature of your appeal and complete the form below

- Appeal against an internal assessment decision
- Appeal against a decision to reject candidates work on the grounds of malpractice
- Appeal against the centres decision not to support a Review of Results (clerical recheck, review of marking, a revies of moderation or an appeal)
- Appeal against the centre's decision relating to access arrangements or special considerations
- Appeal against the centre's decision relating to an administrative issue

Appellant Name		Candidate name (if different)	
Awarding Body		Unit Code	
Subject		Unit Title	

Clearly state the grounds for your appeal below:

- *Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking and include £50 administration fee*

Appellant Signature	Date of Signature
Best contact telephone number	

- Exams Officer to acknowledge receipt from student and parent
- Exams Officer to copy form to Head of Centre, Head of Department

Please address to the Head Teacher (Head of Centre). If using email send to exams@stalbans-staff.org