



Appeals Policy and Procedure

Last updated 13 September 2023

Internal marks

As part of this procedure, candidates must be informed of the mark given by their centre for a centre assessed component/unit.

This requirement is to enable candidates to request a review of the centre's marking prior to the marks being submitted to the awarding body, should they wish to do so, and will facilitate the operation of a fair review process.

Centres should use the internal standardisation process to ensure that all teachers are confident in correctly and accurately applying the marking standard. Exemplar material and any guidance provided by the awarding body should be used. This should help to prevent marking errors and avoid candidates requesting a review of the mark awarded by the centre.

Appeals Policy

See also Section 6, [JCQ Instructions for Conducting NEAs](#)

See also Section 13, [JCQ Instructions for Conducting Coursework](#)

Cullybackey College 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.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Cullybackey 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.

Teacher annotation should be used to provide evidence to indicate how and why marks have been awarded. This will facilitate the standardisation of marking within the centre and enable the moderator to check that marking is in line with the assessment criteria.

Teachers **must** indicate on candidates' work, or on the cover sheet, the date when the work was marked.

1. Cullybackey 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.
2. Cullybackey College will 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.

3. Cullybackey College will, having received a request for copies of materials, promptly make them available to the candidate.
4. Cullybackey College will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Cullybackey College will 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.
6. Cullybackey College will 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.
7. Cullybackey College 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.
8. Cullybackey College will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. Cullybackey College will inform the candidate in writing of the outcome of the review of the centre's marking.
10. 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 in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

Appeals Procedure – Coursework

Students will be notified of coursework marks.

Teachers will inform students of the results in class and students should be allowed to see the marking and mark sheets for each piece of coursework

Generally, this will take place 2 weeks before the coursework is packaged and sent to the exam boards for moderation. School deadlines for GCSE and GCE have been set within the College.

What happens if the student is not happy with the coursework mark?

Students will then have a period of 2 weeks before the coursework is sent off to the exam boards, from the dispatch of the coursework report from which they can make an appeal about a coursework mark.

1. If a student has a question about their coursework, the way it was marked, the final score or the way that the coursework has been moderated within school, they should firstly speak to their subject teacher. Hopefully this will resolve the issue.
2. If a student still has questions about their coursework and if they are not satisfied by the response from the teacher, they should ask to speak to the subject leader. The subject leader needs to then take a written note of the complaint and should investigate the complaint, giving feedback to the student concerned. In the case of the student having questions related to a subject leader – then the student should speak to the VP Curriculum. Subject leaders/ VP Curriculum should inform the Exams Officer of

the complaint at this stage. The student should receive feedback from the subject leader/ VP Curriculum within 3 days.

3. If a student still has issue with their coursework mark they should make an appointment to speak to the Exams Officer. Parents can be involved in this meeting, if desired. If the issue cannot be resolved at this meeting the student can fill in a **Student Appeal Application Form** which will turn the enquiry into an Appeal.

What are the Grounds for Appeal?

If students feel that they have adequate grounds for grievance about a particular mark or result that they have obtained for a piece of coursework, then they can make a formal complaint. The grounds for appeal relate only to the procedures used in arriving at internal assessment decisions or the production of externally assessed work and do not apply to the judgment themselves.

This will be investigated fully within the school to ensure that the student has been assessed in a fair and consistent manner.

Please note that the Appeals Panel will not convene to rule on the level of help that a teacher has given or not given to a student for the completion of a piece of work. This is not grounds for appeal.

Appeals Procedure Summary

1. Appeal will be made to the Examination Officer via the **Student Appeal Application Form**.
2. The Examinations Officer will inform the Principal of the existence of an appeal and initiate an investigation.
3. The issue will be discussed with the parents and student involved.
4. On receipt, the **Student Appeal Application Form** will be shared with the teacher concerned and a written response requested. This response will be shared with the pupil.
5. If the student is not satisfied with this response, the Examination Officer will convene an Appeals Panel to meet.
6. The candidate plus a representative (parent/guardian) will be invited to meet with the Appeals Panel to present their case. Candidates are permitted access to the following information:
 - The marks awarded to them by the centre for this piece of work
 - All comments recorded by the centre relating to their internally assessed work
 - Any correspondence between the centre relating to their internally assessed work
 - Information, if available at the time of the appeal, as to whether their work was sampled by the Awarding Body
 - The moderated mark given to the work by the Awarding Body, if known.
 - Relevant awarding body procedures for the conduct of internal assessments
7. A written record and minutes of every discussion pertaining to the appeal will be kept on file.
8. Students will be informed in writing of the outcome of the appeal and details of action taken.

Appeals Panel Procedure

The purpose of the panel meeting is to establish whether or not the proper marking and moderation procedures have been put into place, and to assess whether the mark produced was a fair and accurate representation of the application of these procedures.

The panel will normally be made up of the Principal or representative, the Exams Officer and the VP Curriculum or Subject Leader that the case involves.

The following procedure will be observed at the meeting:

1. The Chair will introduce the meeting by describing the procedures which will be followed
2. The appellant will put the case to the panel and call any witnesses as appropriate
3. The panel will have the opportunity to ask questions of the appellant and any witnesses
4. The teacher/representative of the teacher will put the case in the presence of the appellant and may call witnesses as appropriate
5. The teacher will detail the following information:
 - a. How was the coursework marked?
 - b. What guidance/training has the teacher received to mark this coursework?
 - c. What procedures were put into place to moderate the samples of student work within the class and across the department?
6. The panel will have the opportunity to ask questions of the teacher and any witnesses
7. The appellant will be invited to sum up their case, if they wish to do so
8. The appellant and any witnesses will leave the meeting and will be informed of the decision in writing within 5 days.
9. The panel will deliberate in private and will either uphold the original decision or allow the appeal. If the appeal is allowed, the panel may direct the department involved to carry out more work and will make recommendations to the College Principal.

With the introduction of Controlled Assessment to GCSE courses, there may be cases where students feel that that have been penalised unfairly as part of this procedure. In this case, the panel will be asked to rule on whether the department has followed the procedures outlined in the JCQ and exam board documentation.

What the Departments must provide for the Appeals Panel

The department should be able to provide, in written form, the following information.

1. Departmental minutes from the first meeting of the school year to indicate that the school procedure for internally assessed coursework was discussed and given out to new and existing members of the department. Absentee staff should have been given a copy of this information.
2. The mark scheme or marking criteria for the coursework provided by the Awarding Body.
3. The departmental mark scheme or marking criteria given to the teachers for marking the coursework if this differs from that of the awarding body.
4. Dates when the coursework was set and to be handed in for that student.
5. Evidence that all teaching groups have been given the same length of time.
6. The department policy for candidates who were absent when the coursework was set or were absent for part of the period during which the coursework was being carried out.
7. Dates when the coursework was marked by the teachers.
8. The name of the teacher in charge of the internal standardisation.
9. Dates when this teacher attended the last awarding body standardisation meeting.
10. Evidence that the information from this meeting was disseminated to the department.
11. Date(s) for the department standardisation meeting and teacher attendance.
12. If the teacher assessing the piece of coursework was absent, what was done to ensure that the information was given to this teacher?
13. Copy of coursework marks send to the awarding body.

Appeals Procedure – Examination Results

Students will be provided with appeals information prior to receiving their examination results.

They will have the opportunity, under advice from teachers, to appeal using the range of services provided by the awarding bodies. An Examination Services form will be provided along with fees and deadline dates.

The Exam Officer will manage applications promptly and outcomes will be returned as received, using preferred contact method.

Appeals against the outcome of post-results services

(Please see also [JCQ: A guide to the awarding bodies' appeals processes](#))

The first point of contact in relation to post-result appeals is the Examination Officer. Candidates (or their representative) will be provided with information relating to this procedure in order to clarify the details of the appeal. Candidates will then have the opportunity to provide evidence that might support the appeal.

Appeals Panel Procedure

The purpose of the panel meeting is to establish whether or not the proper marking procedures had been put into place, and to assess whether the mark produced was a fair and accurate representation for the candidate.

The panel will be made up of the Head of Centre, the Exams Officer and the VP Curriculum or Subject Leader that the case involves.

The following procedure will be observed at the meeting:

1. The Chair will introduce the meeting by describing the procedures which will be followed.
2. The appellant will put the case to the panel and call any witnesses as appropriate.
3. The panel will have the opportunity to ask questions of the appellant and any witnesses.
4. Evidence will be introduced, viewed and discussed.
5. A decision will be made – either the appeal will be taken up with the awarding body, or the appeal will be rejected.
6. The Head of Centre will inform the candidate, or their representative, of the decision in writing.
7. The Head of Centre, if required, will submit a written request for an appeal to the relevant awarding body.

Cullybackey College

STUDENT APPEAL APPLICATION FORM



Candidate Name

Exam number

Contact email

Subject

Level (GCSE/GCE)

Unit (if known)

Mark/Grade

Reason for appeal (Please give enough detail to support your case)

Please email completed form to tmanson303@c2kni.net, or leave at College reception for Mr Manson's attention.

Appeals Panel outcome

(For office use – please do not complete)