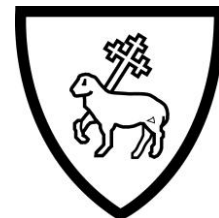


Date of review	May 2025
Next review	May 2026
Approval by	Principal
Review frequency	Annually
Date of approval	9 May 2025



Brockington College

GCSE Internal Appeals Procedures

Key staff involved in the policy

Role	Name
Head of Centre	Sadie Batstone
Senior leader(s)	Jon Barton
Exams officer	Joanne Warner

1. Introduction

- 1.1** Brockington College, a Church of England Academy, has at its heart a distinctive Christian ethos. Based on our Christian foundation and values we seek to promote a culture of developing every person and therefore every school policy is written from this perspective, with a commitment to learning and maturing in the context of communal and individual development.
- 1.2** We lay particular stress on the Christian values of compassion, forgiveness, justice, koinonia, learning, perseverance, respect and wisdom for individuals and across the school community.

2. Appeals relating to internal assessment decisions (centre assessed marks)

- 2.1** Certain GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Brockington College 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.
- 2.2** 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.
- 2.3** The qualifications delivered at Brockington College containing components of non-examination assessment/units of coursework are: GCSE and OCR Cambridge Nationals

3. Purpose of the procedure

- 3.1** The purpose of this procedure is to confirm the arrangements at Brockington College for dealing with appeals relating to internal assessment decision.
- 3.2** 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

4. Principles relating to centre assessed marks

- 4.1 Brockington 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.
- 4.2 Brockington College ensures that all centre staff follow a robust Non-Examination Assessment Policy. This policies detail all procedures relating to controlled or non-examination assessments, including the marking and quality assurance / internal standardisation processes which relevant teaching staff are required to follow.
- 4.3 Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Brockington College 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.
- 4.4 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 his/her work, or that the assessor has not properly applied the marking standards to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.
- 4.4.1 Brockington 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. Marks should be provided to candidates at least 10 working days before they are due to be submitted to the exams officer.
- 4.4.2 Brockington College will 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 work submitted.
- 4.4.3 Brockington College will inform candidates that they may request copies of materials (for example, 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
- 4.4.4 Brockington College will, having received a request for copies of materials, promptly make them available to the candidate within two working days.
- 4.4.5 Brockington College will inform candidates they will not be allowed access to original assessment material unless supervised.
- 4.4.6 Brockington College will provide candidates with sufficient time in order 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.
- 4.4.7 Requests for reviews of marking **must** be made in writing within two working days of receiving copies of the requested materials by completing the internal appeals form.
- 4.4.8 Brockington College will allow two working 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.
- 4.4.9 Brockington College will 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.
- 4.4.10 Brockington College will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

4.4.11 The candidate will be informed in writing of the outcome of the review of the centre's marking.

4.5 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 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 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.

5. Appeals relating to centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

5.1 This procedure confirms Brockington College's compliance with JCQ's *General Regulations for Approved Centres 2023-2024*, section 5.13 that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an online application for a clerical check, a review of marking, a review of moderation or an appeal..."

5.2 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.

5.3 Candidates are also made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware by providing details in the exam handbook and information published on the school website.

5.4 If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

5.5 Review of Results (RoRs) offers three services:

- service 1 – clerical re-check
- service 2 – review of marking
- service 3 – review of moderation (this service is not available to an individual candidate)

5.6 Access to scripts

- copies of scripts to support reviews of marking
- copies of scripts to support teaching and learning

5.7 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.

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

- consider accessing the script by
 - (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
 - (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
- collect informed written consent/permission from the candidate to access his/her script
- 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

- support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
- collect informed written consent from the candidate to request the RoR service before the request is submitted.

- 5.9** Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an RoR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected **after** the publication of results.
- 5.10** If a concern is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting a review at the centre's expense.
- 5.11** Where Brockington College does not uphold a request from a candidate, the candidate may pay the appropriate fee and a request will be made to the awarding body on the candidate's behalf.
- 5.12** If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review, an internal appeal can be submitted to the centre by completing the **internal appeals form** at **least one week prior to** the internal deadline for submitting a request for a review of results.
- 5.13** The appellant will be informed of the outcome of his/her appeal.
- 5.14** Following the RoR 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.
- 5.15** Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or his/her 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. 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.
- 5.16** The **internal appeals form** should be completed and submitted to the centre within **10 calendar days** of the notification of the outcome of the RoR. 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 receiving the outcome of the review of results process. 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.

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

- 6.1** The **JCQ Information for candidates' documents** (Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to assessments taking place, inform candidates of the things they must and must not do when they are completing their work.
- 6.2** The centre 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.
- 6.3** 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.

- 6.4** 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, Brockington College 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, 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 two working days of the decision being made known to the candidate

The appellant will be informed of the outcome of the appeal:

Within two working days of the appeal being received and logged by the centre

7. Appeals regarding centre decisions relating to access arrangements and special consideration

- 7.1** This procedure confirms Brockington College's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3x) 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

- 7.2** Brockington College 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

8. Access arrangements and reasonable adjustments

- 8.1** In accordance with the regulations, Brockington College:

- 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

- 8.2** 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 AARA (Importance of these regulations)

9. Special consideration

9.1 Special consideration is given to a candidate who is affected by adverse circumstances beyond 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 their normal level of attainment in an assessment.

9.2 Brockington College will:

- comply with the requirements as set out in the JCQ publication **A guide to the special consideration process**
- ensure that all staff who manage and administer special consideration applications are aware of the requirements

9.3 Where Brockington College has appropriate evidence signed by a member of the senior leadership team to support an application, it will apply for special consideration at the time of the assessment for the affected candidate/candidates

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

10.1 This may include Brockington College'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.

10.2 Where Brockington College 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** should be completed and submitted within 10 calendar days of the decision being made known to the appellant.

10.3 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.

10.4 The appellant will be informed of the outcome of the appeal within 10 calendar days of the appeal being received and logged by the centre.
If the appeal is upheld, Brockington College 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](#) (section 3), [Suspected Malpractice: Policies and Procedures \(section 3.3\)](#), [General Regulations for Approved Centres \(section 5.4\)](#), [Access Arrangements and Reasonable Adjustments](#) (Importance of these regulations) [and A guide to the special consideration process](#) (sections 1, 2, 6)

Internal appeals form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- ☐ 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.

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:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

Complaints and appeals log

On receipt, all appeals will be assigned a reference number and logged.

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

[illegible]

Further guidance to inform and implement appeals procedures

JCQ publications

- 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
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres - Reviews of marking (centre assessed marks)
<https://www.jcq.org.uk/exams-office/controlled-assessments>
<https://www.jcq.org.uk/exams-office/coursework>
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual publications

- GCSE (9 to 1) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCSE (A* to G) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>
- GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>
- Pre-reform GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>