

Community Learning MK

Grow, achieve, prosper

Internal Appeals Procedures 2020-21



www.milton-keynes.gov.uk/clmk

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Purpose of the Internal Appeals Procedures

This document details how Community Learning MK (CLMK) deals with appeals against:

- internal assessment decisions (centre assessed marks) - general qualifications
- centre's decision not to support an enquiry about results
- the outcome of an enquiry about results

and also covers appeals against:

- centre's assessed decisions/marks - portfolio based/vocational qualifications

This procedure confirms CLMK compliance with JCQ's General Regulations for Approved Centres 2020-2021, section 5.7 that the centre will:

- *have in place and be available for inspection purposes, 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*
- [\[JCQ General Regulations for Approved Centres \(GR\)\]](#)

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by CLMK 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.

CLMK is committed to ensuring that whenever staff marks candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

CLMK ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCE and GCSE non-examination assessments) including the marking and quality assurance processes which relevant teaching staff are required to follow.

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

CLMK 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.

Candidates are informed of the *Internal Appeals Procedures* at induction and via exams notification letters or e-mails. Information is also available on CLMK website www.milton-keynes.gov.uk/clmk-jcq.

CLMK 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.

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 mark scheme to his/her marking, then he/she may make use of the *Internal Appeals Procedures* to consider whether to request a review of the centre's marking.

Candidates will be informed 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 in meeting the published assessment criteria.

CLMK 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.

Having received a request for copies of materials, CLMK will promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that these will be shared under supervised conditions) within a deadline as specified on the *Internal Appeals Procedures*.

Candidates will be informed that they will not be allowed access to original assessment material unless supervised.

CLMK 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.

Appeals must be made in writing by the candidate (or parent/carer) using the *Internal Appeals Form*.

CLMK will provide clear deadlines for candidates to submit appeals requests for:

- internal assessment decisions (centre assessed marks) - general qualifications
- centre's decision not to support an enquiry about results
- the outcome of an enquiry about results
- centre's assessed decisions/marks - portfolio based/vocational qualifications

Requests will not be accepted after these deadlines.

CLMK will inform candidates of the period necessary 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.

CLMK 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.

CLMK will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

Candidates will be informed 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 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.

The procedure above is informed by the JCQ publications [Instructions for conducting non-examination assessments](#) (6.1), [Reviews of marking \(centre assessed marks\) suggested template for centres.](#) and [Notice to Centres -Informing candidates of their centre assessed marks](#)

Appeals procedure against internal assessment decisions (centre assessed marks) - general qualifications

- Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.
- Candidates will be informed of the decisions/marks by the Tutor at the earliest opportunity.
- Learner can request 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 by completing the *Request of Internally Assessed Materials Form*. Request must be made to the relevant Curriculum Manager **3 working days** after the candidate has been informed of their marks.
- Having received the completed *Request of Internally Assessed Materials Form*, Curriculum Manager will promptly make them available to the candidate within **2 working days**. For qualifications where the awarding body does not allow for the assessment materials to be released out of the centre, arrangements will be made at CLMK for the candidate to have access to these permitted materials under supervision of the Tutor or Curriculum Manager.
- Candidates will have **5 working days** in order to review copies of marked assessment material and reach a decision.
- Appeals must be made in writing by the candidate (or parent/carer) using the *Internal Appeals Form*.
- The deadline to submit the *Internal Appeals Form* to the Curriculum Manager is **10 working days** after candidate has been informed of his/hers marks.
- CLMK will allow **10 working days** for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome in writing, all before the awarding body's deadline.
- The Head of Centre will appoint a senior member of staff to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
- The appointed senior member of staff 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, has no personal interest in the review and that the review of candidate's mark is consistent with the standard set by the centre.
- The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body, and any changes made to internal assessment procedures.
- 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), Curriculum Manager and Exams Officer. A written record of the review will be kept and made available to the awarding body upon request.

- **It is important to note that:**

After candidates' work has been internally assessed, it is moderated by the awarding body. *"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."* **This process is outside the control of CommunityLearning MK and is not covered by this procedure.**

The procedure above is informed by the JCQ publications [Instructions for conducting non-examination assessments](#) (6.1), [Reviews of marking \(centre assessed marks\) suggested template for centres.](#) and [Notice to Centres -Informing candidates of their centre assessed marks](#)

Appeals against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms CLMK compliance with JCQ's General Regulations for Approved Centres 2020-2021 (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 a clerical re-check, a review of marking, a review of moderation or an appeal*

[\[JCQ General Regulations for Approved Centres \(GR\)\]](#)

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.

Candidates are also informed of the arrangements for post-results services and the accessibility of senior members of centre staff immediately after the publication of results **before** they sit any exams via *Exams Notification Letter/ e-mail*.

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.

JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 - Clerical re-check
This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 - Review of marking
- Priority Service 2 (Review of marking)
This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 - Review of moderation (this service not available to an individual candidate).

Access to scripts (ATS):

- 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, 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.

The Curriculum Manager and Head of Centre will investigate the feasibility of requesting a review supported by the centre and inform candidate and Exams Officer of the decision.

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

- Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking
- In all other instances, 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
- 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

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 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.

When the centre does not uphold a request for post-results services from a candidate, the candidate may pay the appropriate post-results services fee, and a request will be made to the awarding body on the candidate's behalf.

For any moderated components that contributed to the final result, the centre 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 the 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 RoR 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

If the candidate (or his/her 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 (ie: Curriculum Manager or Exams Officer) by completing the *Internal Appeals Form* **at least one week** prior to the CLMK internal deadline for submitting a request for a review of results. this deadline is provided after the publication of results (*Results Notification Letter*).

The appellant will be informed by the Curriculum Manager or Exams Officer, of the outcome of his/her appeal before the internal deadline for submitting post-results services.

Appeals procedure following the outcome of an enquiry about results

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.

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.

The ***Internal Appeals Form*** should be completed and submitted to the centre **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.

Appeals procedure for centre's assessed decisions/marks - portfolio based/vocational qualifications

- Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.
- Candidates will be informed of the decisions/marks by the Tutor at the earliest opportunity.
- Learner can request copies of the assessment/s' materials to assist them in considering whether to request a review of the centre's marking by completing the *Request of Internally Assessed Materials Form*. Requests must be made to the relevant Curriculum Manager **5 working days** after the candidate has been informed of their marks.
- Having received a request for copies of assessment/s' materials, Curriculum Manager will make them available to the candidate within **5 working days**. For qualifications where the awarding body does not allow for the assessment materials to be released out of the centre, arrangements will be made at CLMK for the candidate to have access to permitted materials with a Tutor or Curriculum Manager.
- Candidates will have **5 working days** in order to review copies of materials, seek further constructive feedback from the assessor and reach a decision.
- Appeals must be made in writing by the candidate (or parent/carer) using the *Internal Appeals Form*.
- The deadline to submit the *Internal Appeals Form* to the Curriculum Manager is **10 working days** after candidate has been informed of their marks (for referral to the Internal Quality Assurance/Internal Verifier).
- Internal Quality Assurance/Internal Verifier will conduct the investigation and if necessary, consult with the External Quality Assurance/External Verifier for the final decision.
- The awarding body do not enter into direct correspondence with the individual candidates concerning the results of their assessments unless they wish to appeal formally to the awarding body regarding assessment decisions, using their designated procedures and deadlines.

Request of Internally Assessed Materials

This form should be completed in all cases to request a copy of marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject.

Please tick to indicate:

- ☐ **internal assessment decisions (centre assessed marks) for general qualifications and functional skills**
- ☐ **the decisions/marks for portfolio based/vocational qualifications**

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|--------------------------------------|--|---|--|
| Name of appellant | | Candidate name <i>if different to appellant</i> | |
| Awarding body | | Exam paper code/ Unit code | |
| Subject/ Qualification | | Exam paper title/ Unit title | |
| Candidate Signature: | | | |
| Date of signature: | | | |
| Curriculum Manager Signature: | | | |
| Date of signature: | | | |

The Request of Internally Assessed Materials must be signed, dated and returned to the Curriculum Manager or Exams Officer.

Internal Appeals Form

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

Please tick to indicate what the appeal is against:

- ☐ **internal assessment decisions (centre assessed marks) – general qualifications and functional skills**
- ☐ **centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal**
- ☐ **the outcome of a Reviews of Results (RoRs)**
- ☐ **the decisions/marks for portfolio based/vocational qualifications**

| | | | |
|--------------------------------|--|---|--|
| Name of appellant | | Candidate name <i>if different to appellant</i> | |
| Awarding body | | Exam paper code/ Unit code | |
| Qualification type/ Subject | | Exam paper title/ Unit title | |

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against internally assessed marks – general qualifications and functional skills**Appellant declaration**

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents.

Signature:**Date of signature:****Appeal against centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal****Appellant declaration**

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision as detailed on this form.

Signature:**Date of signature:****Appeal against the outcome of a Reviews of Results (RoRs)****Appellant declaration**

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work.

I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:**Date of signature:****Appeal against internally assessed marks - portfolio based/vocational qualifications****Appellant declaration**

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents.

Signature:**Date of signature:**

The appellant declaration against the relevant appeal must be signed, dated and returned to the Curriculum Manager or Exams Officer, on behalf of the Head of Centre, to the timescale indicated in the Internal Appeals Procedures.

Complaints and appeals log

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

The outcome of any 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 logged as an appeal, so information can be easily made 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 | Complaint or Appeal | Outcome | Outcome date |
|---------|---------------|---------------------|---------|--------------|
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Further guidance to inform and implement appeals procedures

The internal appeals procedures for Community Learning MK have been produced to demonstrate compliance with the publications below.

Appellants should consult the full information in these publications to be fully informed when stating their grounds for appeal.

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 – informing candidates of their centre assessed marks
<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>
- GCE qualification-level conditions and requirements and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>