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BOA

Appeals Policy 2019

Date of Issue: September 2019
Review date: September 2020

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BOA General Appeals Policy

Birmingham Ormiston Academy is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the regulations and 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. **Birmingham Ormiston Academy** 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.

If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

N.B: an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body

1. 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.
2. Appeals must be made in writing (using an **internal appeals form**)
3. The head of centre will appoint a senior member of staff, e.g. a Vice Principal or Assistant Principal, to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
4. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the awarding body's specification and subject-specific associated documents.
5. 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.
6. The outcome of the appeal 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 appeal bring any irregularity in procedures to light, the awarding body will be informed.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation may lead to mark changes. This process is outside the control of **Birmingham Ormiston Academy** and is not covered by this procedure.

The above template (in italics) is taken from the JCQ publication [Appeals against internally assessed marks – suggested template for centres](#) (*GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments*)

Appeals procedure against centre decisions not to support an enquiry about results

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.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers which they will be charged for). (EAR service 3 is not available to individual candidates). If a query is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

When the centre 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.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the **internal appeals form** at least **one week prior to** the internal deadline for submitting an EAR.

Appeals procedure following the outcome of an enquiry about results

Where the head of centre remains dissatisfied after receiving the outcome of an EAR, an appeal will be made to the awarding body, following the guidance in the JCQ publications *Post-results services* <http://www.jcq.org.uk/exams-office/post-results-services> and *A guide to the awarding bodies' appeals processes* <http://www.jcq.org.uk/exams-office/appeals>

Where the head of centre is satisfied after receiving the outcome of an EAR, but the internal candidate and/or their parent/carer is not satisfied, they may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. 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 within **10 calendar days** of the notification of the outcome of the enquiry. Subject to the head of centre's decision, this will allow the centre to process the appeal and submit to the awarding body within the required 14 calendar days. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission of the internal appeals form. 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.

BOA Internal appeals form

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

Please tick to indicate what the appeal is against:

- internally assessed marks
- the centre decision not to support an enquiry about results
- the outcome of an enquiry about results

Name of appellant		Candidate name <i>if different to appellant</i>	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against internally assessed marks

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. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

Appeal against the centre decision not to support an enquiry about results

Appellant declaration

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

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results

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:

The appellant declaration against the relevant appeal must be signed, dated and returned to the EO, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

The internal appeals procedures for this centre have been produced to demonstrate compliance with the publications below.

JCQ General Regulations for approved centres <http://www.jcq.org.uk/exams-office/general-regulations>

Controlled Assessments, Coursework and Portfolios of Evidence

The centre agrees to 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 made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)

Post-Results Services and Appeals

The centre agrees to 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 enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

JCQ Post-results services <http://www.jcq.org.uk/exams-office/post-results-services>

Submission of requests Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.**

Appeals

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over appeals with centres and private candidates.**

In 2019 JCQ issued the following information in their [Notice to Centres – Post-Results Services and Appeals](#)

The JCQ publication Post-Results Services – Information and guidance to centres for examinations taken in June 2019 and November 2019 sets out common arrangements. This document clarifies some key points associated with the reform of post-results services and appeals.

Centres should also refer to awarding bodies' websites for further information as awarding bodies may offer additional post-results services.

JCQ A guide to the awarding bodies' appeals processes <https://www.jcq.org.uk/exams-office/appeals>

12. Please note that 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.

Ofqual GCSE, GCE, Principal Learning and Project Code of Practice

<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>

9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place:

iii.a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.

Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.

9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

JCQ has issued the following information in the [Notice to Centres – Post-Results Services and Appeals](#)

Ofqual has announced that the Code of Practice in relation to GCE AS, A-level and GCSE qualifications has been withdrawn and replaced by Qualification Level Conditions.

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

Further information can be obtained from:

Appeal an exam result <https://www.gov.uk/appeal-exam-result>

The Appeals Process <https://www.jcq.org.uk/exams-office/appeals>

GCSE & GCE Centre Assessed Work Appeals

Reviews of marking - centre assessed marks (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments and Project qualifications)

Birmingham Ormiston Academy 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. Birmingham Ormiston Academy 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.

1. Birmingham Ormiston Academy 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 as part of a fair review process.
2. Birmingham Ormiston Academy 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. Birmingham Ormiston Academy will, having received a request for copies of materials, promptly make them available to the candidate.
4. Birmingham Ormiston Academy will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Birmingham Ormiston Academy will provide clear deadlines 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. It is made clear to students that if they fail to submit their NEA work for assessment for the prescribed deadlines they may not receive feedback and marks in time to appeal.
6. Birmingham Ormiston Academy 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. Birmingham Ormiston Academy 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. Birmingham Ormiston Academy will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. Birmingham Ormiston Academy 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.

BTEC Internal Assessment Decision Appeals

If a student appeals against the assessment decision the following procedure will be activated.

- A student copy of the Appeals Procedure is attached to this sheet.
- Each student is to be given a copy of the Appeals Procedure at the beginning of their course.
- The member of the Senior Management Team who is responsible for the management of Internal Appeals is Mr Michael Penn (Vice Principal) of the documentation for any appeals that are instigated should also be sent to the Principal.
- Students should be allowed representation by a parent/guardian if requested.
- Written records of all appeals must be kept at the academy, including the outcome of the appeal and reasons for the outcome.
- A copy of the appeals record must also be given to the student.
- Edexcel must be informed by the centre if any outcome of an appeal has implications for the conduct of assessments, or the issue of results.
- Full details of any appeal must be made available to Edexcel on request.

Circumstances for appeals:

1. The student does not agree with an assessment decision
2. The student was ill or had a valid absence at the time of the assessment.

Procedure

- | | |
|---------|---|
| Stage 1 | Student requests that an assessment decision be reconsidered, highlighting evidence to support the claim. The teacher has 7 days to reconsider and adjust the grade if appropriate, explaining to the student why the decision has been made. |
| Stage 2 | If no progress is made the matter will be passed to the Subject Leader who will work with the teacher and student to resolve the issue. This will take place within 5 days. |
| Stage 3 | If no progress is made the matter will be passed to a panel including the Quality Nominee, the Internal Verifier and a member of SLT. Parents will be informed at this stage. |
| Stage 4 | If the student is still not happy with the outcome then the External Verifier will also become involved. The student will be informed in writing that the decision of the External Verifier is final. |

Outcome

The outcome of any appeal will be notified in writing and should any grades need amending then records will be updated.

RECORD OF STUDENT APPEAL (BTEC ASSESSMENT DECISIONS)

(1 copy of this record should be kept in Academy, and 1 copy should be given to the student)

NAME OF STUDENT _____

QUALIFICATION _____

SUBJECT AREA _____

UNIT/ASSIGNMENT NUMBER AND TITLE THAT IS SUBJECT OF APPEAL

NAME OF ASSESSOR _____

DATE OF ASSESSMENT _____

WAS THE COMPLETED ASSIGNMENT USED AS PART OF THE SAMPLE FOR VERIFICATION

YES NO

IF 'YES' FOR LAST QUESTION, NAME OF VERIFIER _____

STAGE 1

(Description of the grounds for the Appeal, to be completed by Assessor)

IS APPEAL UPHeld

YES

NO

(If NO, continue to Stage 2 of Appeals Procedure)

SIGNATURE OF ASSESSOR _____ DATE _____

SIGNATURE OF STUDENT _____

If the appeal goes on to Stage 2, the following information must be given to the Internal Verifier by the Assessor, within 24 hours of the decision:

- a. the original assessment record and student's evidence, where appropriate
- b. the written explanation and confirmation of the assessment decision

STAGE 2 Subject leader

(Reasons why the appeal was not upheld, to be completed by the Internal Verifier)

VERIFIER'S DECISION

IS APPEAL UPHELD

YES NO

REASONS FOR DECISION

SIGNATURE OF INTERNAL VERIFIER _____

SIGNATURE OF STUDENT _____

DATE _____

STAGE 3

(To be completed by Senior Manager)

IS APPEAL UPHeld

YES

NO

REASONS FOR DECISION

SIGNATURE OF SENIOR MANAGER _____

SIGNATURE OF INTERNAL VERIFIER _____

SIGNATURE OF ASSESSOR _____

DATE _____

STAGE 4

To be completed by the Quality Nominee who will communicate with the External Verifier

IS APPEAL UPHeld

YES NO

REASONS FOR DECISION

SIGNATURE OF SENIOR MANAGER _____

SIGNATURE OF INTERNAL VERIFIER _____

SIGNATURE OF ASSESSOR _____

DATE _____