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

This procedure confirms Maynard School’s compliance with JCQ’s *General Regulations for Approved Centres 2021-2022, 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.

Following the issue of results, awarding bodies make post-results services available. Full details of these services, deadlines for requesting a service and fees charged are provided alongside the student’s results in an envelope on results day. Candidates are also informed of the arrangements for post-results services **before** they sit any exams in the briefing before exams begin and are made aware of the accessibility of senior members of centre staff & HOD’s immediately after the publication of results, to help with any problems or queries.

**Written components**

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

# E*nquiries about results* (EARs) offers three services.

# Service 1 – clerical re-check (This is the only service available for multiple choice tests)

# Service 2 – review of marking and priority review of marking (This service is only available for students who have a university or college place pending on the outcome)

# Service 3 – review of moderation (this service is not available to an individual candidate)

Access to scripts (ATS)

1. Copies of scripts to support reviews of marking
2. 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.

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

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking
2. In all other instances, consider accessing the script by:
   1. (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
   2. (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
3. 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.
4. Support a request for the appropriate either a clerical re-check or review of marking if any error is identified.
5. Collect informed written consent from the candidate to request the Review of marking before the request is submitted using the green or blue forms. 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.
6. 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
7. The candidate must pay the appropriate EAR fee to the centre prior to it being sent off to the Exam Boards.
8. If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre’s decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the internal appeals form at least 3 days prior to the internal deadline for submitting an EAR.
9. The appellant will be informed of the outcome of his/her appeal, before the internal deadline for submitting an EAR.

**Moderated components that contributed to the final result**

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 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.

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:

* For a review of marking (Review of results- priority service 2), advise the candidate he/she may request the review by providing informed written consent and the required fee, for this service to the centre by the deadline set by the centre.
* For a review of marking (Review of results- service 1 or 2), first advise the candidate to access a copy of his/her script to support a review of marking by providing written permission for the centre to access the script (and any required fee for this service) for the centre to submit this request
* After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (Review of results- service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee for this service) for the centre to submit this request
* Inform the candidate that a review of moderation (Review of results service 3) cannot be requested for the work of an individual candidate or the work of a candidate not 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 by speaking first to Mr Hibberd or the Head. It there is still no consensus they can complete the internal appeals form or email at least 3 days prior to the internal deadline for submitting a request for a review of results.
* The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting a Review of results.

Grounds for appeal

* Following the Review of results outcome, an external appeals process is available if the Head 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 his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, after discussion 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.

Procedures

An email outlining the reasons for an appeal to the Exam Boards should be completed and submitted to the centre within 10 days of the notification of the outcome of the Review of results. 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 the awarding body issuing the outcome. 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

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| **Internal appeals form** | **FOR CENTRE USE ONLY** | |
| Date received |  |
| Please tick box to indicate the nature of your appeal and complete all white boxes on the form below | Reference No. |  |

* 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: | | | |