

Internal Appeals Procedure against decisions not to support an enquiry about results – 2016 / 2017

Following the issue of results, the general qualification awarding bodies offer post-results services. Full details of these services, internal deadlines for requesting a service and fees charged will be provided by the Exams Officer (see <http://www.purcell-school.org/other-documents.html>).

The service, *Enquiries about results* (EARs), may be requested by Centre staff or candidates (or their parents/carers) if there are reasonable grounds for believing there has been an error in marking.

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 Purcell School 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 EARs, 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> or the CIE publication *Enquiry about results guide (UK)* <http://www.cie.org.uk/images/223181-a-guide-to-enquiries-about-results-and-appeals.pdf>

Where the Head of Centre is satisfied after receiving the outcome of an EAR, but the internal candidates (and/or their parents/carers) are 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 (JCQ Exam Boards) or 28 days (CIE Exam Board). Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on 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.

Internal Appeals form

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

Please tick to indicate what the appeal is against:

- an internal assessment decision
- 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		Unit/module/exam paper code	
Subject		Unit/module/exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against an internal assessment decision

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 marking/assessment process not against the mark 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 Exams Officer, on behalf of the Head of Centre, to the timescale indicated in the Internal Appeals Procedure.

The Internal Appeals Procedures for The Purcell School have been produced to demonstrate compliance with the following:

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

Controlled Assessments, Coursework and Portfolios of Evidence

5.8 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 website or alternatively, the document may be made available to candidates upon request).

Post-Results Services and Appeals

5.14 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 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>

6.4 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.**

1. 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.**

JCQ A guide to the awarding bodies' appeals processes <http://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.

CIE A guide to enquiries about results and appeals <http://www.cie.org.uk/images/223181-a-guide-to-enquiries-about-results-and-appeals.pdf>

The Centre submits the appeal on behalf of the candidate. The process will not include the further review of the candidate's work.

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

<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

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.

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:

<http://www.jcq.org.uk/exams-office/controlled-assessments>

<http://www.jcq.org.uk/exams-office/coursework>

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

<http://www.jcq.org.uk/examination-system/the-appeals-process>

<http://www.cie.org.uk/images/223181-a-guide-to-enquiries-about-results-and-appeals.pdf>
<http://www.cie.org.uk/images/260167-cambridge-administrative-guide-2016-uk.pdf>

Senior Leadership Team approved: June 2016

Review date: April 2017