



# Merchant Taylors' Girls' School

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## Internal appeals procedures

# 2018/19

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
M Surridge	
Date of next review	November 2019



## Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Claire Tao
SLT members	Marie Bush, Belinda Miller, Francis Lawell, Angela Wadsworth and Barbara Jones
Exams officer	Mireille Surridge

## 1. Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Merchant Taylors' Girls' School compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, section 5.8 that the centre has in place "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" and that the centre "must inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

Certain components of GCSE and GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

### Deadlines for the submission of marks (Summer 2019 exam series)

Date	Qualification	Details
31/03	GCE and GCSE PE	Coursework marks to Moderator and OCR
05/05	GCSE WJEC English Lang	C700U30-1 – Submission of recordings to the Spoken Language monitors
07/05	GCSE AQA Music GCSE AQA Drama	Component 8271/C and P Component 8261/X NEA – Text in Practice
15/05	GCE AQA/OCR Sciences GCE AQA English Literature GCE English Lang & Lit GCE AQA Music GCE AQA History GCE AQA Geography GCSE Food and Nutrition EPQ	Practical Endorsement 7712/C NEA – Independent critical study 7707/C NEA- Making Connections 7271/C (composition) and P (Performance) 7042/C NEA 7037/C NEA Geographical fieldwork investigation J309 task 3 and 5 7993 Submission of marks and work to AQA
31/05	GCE AQA Art GCSE AQA Art GCSE AQA Drama	7201/C and X 8201/1 and 2 NEA 8261/C NEA – Devising drama

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

Merchant Taylors' Girls' School ensures that all centre staff follow a robust Non-examination assessment policy (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, including the marking and quality assurance processes which relevant teaching staff are required to follow.

After final submission, no further changes can be made by the candidate to the completed work and internal marking will take place.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Merchant Taylors' Girls' School 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. Merchant Taylors' Girls' School 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 will be conveyed to the candidate in person or in writing by the relevant subject teacher or Head of Department by the dates listed in the table in Appendix 1, which allow for internal standardisation to take place following the submission of candidates' work. Please note that only marks will be given and it cannot be assumed that certain marks will equate to certain grades as grade boundaries may change from year to year.

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 her work, or that the assessor has not properly applied the mark scheme to her marking, then she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

2. Merchant Taylors' Girls' School will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.

Any request for copies of materials should be made in writing by either the candidate or her parent to the Head of School, who will transmit the request to the subject Head of Department. The Head of Department will give the candidate the relevant material via the Head of School, either in hard copy or virtual format as appropriate.

3. Merchant Taylors' Girls' School will, having received a request for copies of materials, promptly make them available to the candidate.
4. Following the candidate's review of any copies of materials provided, the candidate or her parents must decide whether or not to request a review of marking. This request must be made by the deadline detailed in Appendix 1, in order to ensure

that there is sufficient time for a review to take place. Requests for reviews of marking must be made in writing, by completion of the Internal appeals form and given to the Headmistress, as Head of Centre, via her PA, Ms Janet Baccino (j.baccino@merchanttaylor.com). The Headmistress or her PA will acknowledge receipt of such a request within 24 hours on a working day. If no such acknowledgement is received, the candidate or her parents should speak to the Headmistress's PA to be sure that the initial request has been received.

5. Merchant Taylors' Girls' School 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.
6. Merchant Taylors' Girls' School 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. Candidates and parents must recognise that a mark may be raised or lowered following a review of marking.
7. Merchant Taylors' Girls' School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
8. The candidate will be informed in writing of the outcome of the review of the centre's marking by the Headmistress, as Head of Centre. The outcome of this review is final in so far as any internal assessment is concerned, including if the outcome of the review is to reduce the final mark.
9. The outcome of the review of the centre's marking will be made known to the Examinations Officer, who will keep a written record of such outcomes, to be made available to the awarding body upon request.

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

## Appendix 1 – Internal deadlines

A Level			
Subject	Internal Deadline for Submission of Centre-assessed work	Date by which Candidates will be told Mark	Date by which any Request for a Remark must be made in this subject
Art	03/05/2019	17/05/2019	21/05/2019
English Literature	29/03/2019	18/04/2019	26/04/2019
English Lang and Lit	29/03/2019	18/04/2019	26/04/2019
EPQ	15/03/2019	16/04/2019	18/04/2019
History	01/03/2019	23/04/2019	29/04/2019
Geography	25/02/2019	23/04/2019	29/04/2019
PE	15/03/2019	20/03/2019	23/03/2019
Sciences		01/05/2019	08/05/2019

GCSE			
Subject	Internal Deadline for Submission of Centre-assessed work	Date by which Candidates will be told Mark	Date by which any Request for a Remark must be made in this subject
Art	03/05/2019	17/05/2019	24/05/2019
Drama	N/A	N/A	N/A
English Language		16/04/2019	24/04/2019
Food and Nutrition	15/03/2019	23/04/2019	26/04/2019
Music	17/04/2019		24/04/2019
Physical Education	09/02/19 – written 02/03/19 – Practical	12/03/2019	19/03/2019

## 2. 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 Merchant Taylors' Girls' School compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, section 5.14 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 a clerical check, a review of marking, a review of moderation or an appeal...”

Following the issue of results, awarding bodies make post-results services available.

Deadlines for those services are provided on the school's website and on the forms to be completed.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams during the examination briefing and in writing shortly after. Senior members of centre staff, together with the examination officer are available immediately after the publication of results for assistance.

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.

Enquiries about results (EARs) 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)

Merchant Taylors' Girls' School does not routinely offer a clerical re-check but it available upon request.

Written candidate consent (a scan or picture of the completed form emailed to the examination officer is acceptable) is required in all cases before a request for an EAR 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.

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 an enquiry supported by the centre.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

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 7 calendar days prior to the internal deadline for submitting an EAR.

The appellant will be informed of the outcome of her appeal before the internal deadline for submitting an EAR.



Following the EAR 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 EAR 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 within seven calendar days of the notification of the outcome of the EAR. 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 enquiry about 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.

## Internal appeals form

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

- ☐ 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

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

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 relevant 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. 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.

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## Further guidance to inform and implement appeals procedures

### JCQ

- ▶ 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

- ▶ 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>