



Tonbridge Grammar School - Internal Appeals Procedure (Examinations)

Review Period:	This procedure is reviewed annually to ensure compliance with current regulations.	Annually
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1. Appeals against internal assessment decisions (centre assessed marks)

Tonbridge Grammar School (The School) is committed to ensuring that where staff assess students' work for external qualifications, this is done fairly, consistently and in accordance with the regulations and awarding body's specification and subject specific associated documents.

This policy is designed to promote quality, consistency, accuracy and fairness in assessment and thus, awarding. Assessment will be conducted by staff who have relevant knowledge and understanding, and who have been trained in the process.

This procedure confirms Tonbridge Grammar School's compliance with JCQ's *General Regulations for Approved Centres 2023-2024*, section 5.7 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 "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."

Certain components of GCSE qualifications (GCSE controlled assessments 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 2024 exam series)

Qualification	Date	Details
GCSE PE	19/04/2024	Final submission date for coursework marks
GCSE Drama	Unit 1 - 22/03/2024	Final submission date for coursework marks
GCSE Product Design	07/05/24	Final submission date for non-exam assessment marks
English (Spoken Language)	07/05/2024	Final submission date for non-exam assessment marks
GCSE Music	15/05/2024	Final submission date for non-exam assessment marks
GCSE Art	31/05/2024	Final submission date for marks, moderation June

Tonbridge Grammar School ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of 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.

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

As the above processes and quality assurance measures are in place then it is very unlikely that a review of marking will be required. However if, on being informed of their centre assessed marks, 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 this appeals procedure to consider whether to request a review of the centre's marking.

Tonbridge Grammar School will:

1. Ensure candidates are aware of marking/assessment criteria. Subject Leaders will make this information (along with the specification) available on the portal and ensure candidates are advised where to find it.
2. Ensure candidates understand the assessment process. They must be informed of the following:
 - They may request copies of materials (see below) to assist them in considering whether to request a review of the centre's marking of the assessment.
 - They have a right to request a review of marking where they identify issues. Candidates will need to explain on what grounds they wish to request a review of a mark. The review will focus on the quality of the work submitted. (Complaints regarding teaching should be referred to the school Examination Complaints Policy).
 - Requests for reviews of marking must be made in writing, using the **TGS Review of Marking Form** (submitted to the Exams Office) - see Appendix One.
 - There will be a fee charged for this process which will be refundable should the mark change. The fee will cover administration (£10) and the cost of the assessor's time. This will be dependent on the time spent and the hourly rate of the assessor. The school will charge the actual cost (this could be up to £40 at the current rate). Once an Appeal form is received the fee will be added to ParentPay.
 - Candidates must be made aware that there are three possible outcomes from the review – the original mark is confirmed as correct, the original mark is raised, or the original mark is lowered.
 - In addition, the awarding bodies have a moderation process which may lead to mark changes after marks have been submitted (this is outside the control of the school).

This procedure is available on the TGS website and will also be referred to in the GCSE exam Frequently Asked Questions document. Students will also be advised of the process during assembly.

3. Inform candidates of their centre assessed marks in time for them to request a review of the centre's marking before marks are submitted to the awarding body. The marks will be given in writing.
4. Promptly make copies of materials available to the candidates who have requested them, including a copy of their marked work, the relevant specification and associated subject specific documents e.g. marking criteria. Reviewing the assessment criteria will help candidates evaluate whether the criteria have been correctly applied.

Candidates will not be allowed access to original assessment material, including artefacts - unless supervised. Also, for some subjects e.g. Art it may be more appropriate for other materials to be shared under supervised conditions. Permission may be necessary from other candidates where materials may breach their data protection.

5. Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision whether to request a review. A clear deadline will be provided.

Should a candidate decide to appeal they must complete the form in Appendix One.

If a candidate appeals Tonbridge Grammar School will:

1. 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).
2. 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. Reviewers will have access to necessary materials and candidate work and, if external, will be instructed on the school's data protection policy. Where possible the review will be conducted at the Centre (the school) in order to maintain the integrity of the work and to ensure secure storage. Original work will be held at the centre (and copies sent if necessary).
3. Instruct all parties (the reviewer, teacher, candidate) that work must not be altered after the internal assessor has provided the mark to the candidate.
4. Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre. The following will be reviewed:
 - The candidate's work;
 - The mark sheet completed by the teacher showing the breakdown of marks per Assessment Objective or section of the mark scheme;
 - Information regarding any internal standardisation to ascertain whether consistent standards were applied by the original marker to this candidate's work; and
 - Any comments/annotation made by the teacher during the marking process.

5. Address reviews based upon a procedural concern via evidence confirming adequate staff training in the marking of centre assessed work, support of less experienced staff members and rigorous procedures around internal moderation and standardisation.
6. Inform the candidate in writing of the outcome of the review of the centre's marking.
7. Advise the Head of Centre (the Head Teacher) of the outcome of the review of marking and log this. A written record will be kept by the Examinations Officer using the Complaint and Appeal Log (*Appendix Three*) 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.

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 the school and is not covered by this procedure.

2. Appeals against the centre's decision not to support Review of Results (RoRs) or an appeal regarding the outcome of an RoR.

2.1 Appeals procedure regarding review of Results

This procedure confirms Tonbridge Grammar School's compliance with JCQ's *General Regulations for Approved Centres 2023-2024*, section 5.13 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. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer and available on the TGS Portal.

Before they sit any exams, candidates are informed (via the website and assemblies) of the arrangements for post-results services and the accessibility of senior members of centre staff immediately after the publication of results.

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

The Awarding Bodies offer three **Review of Results (RoRs) 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)

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

To request an RoR service candidates complete a form giving consent and arrange for the appropriate awarding body fee to be paid via Parentpay. The school then applies on their behalf.

If a concern is raised about a particular examination result and the candidate feels that the school should investigate further - the Head of Centre (the Head Teacher), in liaison with the Exams Officer and teaching staff, will explore the feasibility of requesting a Review supported by the centre. If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a Review, an internal appeal can be submitted to the centre by completing the **Review of Results Appeal Form** in Appendix Two at least one week prior to the internal deadline for submitting an RoR. The candidate will be informed of the outcome of his/her appeal, before the internal deadline for submitting an RoR.

2.2 Appeals procedure following the outcome of a Review of Results (RoR)

Following the RoR outcome, an external appeals process is available if the Head of Centre (the Head Teacher) 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'. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

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, an internal appeal may be made to the Head of Centre, using the **Review of Results Appeal Form (Appendix Two)**.

The Review of Results Appeal Form should be completed and submitted to the centre within 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.

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*.

Awarding body fees, which may be charged for the Preliminary Appeal, must be paid to the centre via Parentpay before the appeal can be submitted to the awarding body (details of fees are available from the Exams Officer). If the appeal is upheld by the awarding body, they will refund the fee which will then be repaid to the candidate by the school.

Appendix One Tonbridge Grammar School – Review of Internal Assessment Appeal Form

This form should be completed to appeal against an internal assessment decision and request a review of marking.

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Name and Tutor Group of appellant (usually the candidate)		Candidate Name If different to Appellant	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

Appellant declaration

By signing here, I am confirming that my appeal is against an internal assessment decision and I wish to request a review of the centre's marking. **In giving consent, I understand that the mark awarded to me following the review may be lower than, higher than, or the same as the mark which was originally awarded for this subject.**

Signature:

Date of signature:

I give my permission for my assessment to be shared with an impartial assessor (who may not work at The School).

Please tick

Please return to the Examination Officer (on behalf of the Head of Centre). The fee for this service will be processed via Parentpay (this is refundable should the mark change).

Appendix Two Tonbridge Grammar School – Review of Results Appeal Form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

This form should be completed to Appeal against:

The centre's decision not to support a Review of Results (RoR) or an appeal regarding the outcome of a Review of Results (RoR).

Name of appellant (usually the candidate)		Candidate name if different to appellant	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below

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

Appendix Three Tonbridge Grammar School – Examination Complaints and Appeals log

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

Reviews of Centre Assessed Marks - The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged. 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.

Appendix Four - 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/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>