



## **DURANTS SCHOOL – POLICY DOCUMENT**

### **Appeals against internal assessments of work**

**2023**

Approved by J. Thaxton  
Assistant Head Teacher/ Exams Officer

A handwritten signature in black ink, appearing to read 'J. Thaxton', is written over a horizontal line within the approval box.

***Reviewed and updated: September 2022***

***Next review date: September 2023***

**Reviews of marking - centre assessed marks**  
**(ELC coursework, Asdan programmes, short courses, qualifications, TDAs and NEAs, GCE coursework, GCE and GCSE non-examination assessments, Project qualifications)**

**Durants School** 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. **Durants 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. **Durants 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.
2. **Durants School** 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. **Durants School** will, having received a request for materials, promptly make them available to the candidate, either originals viewed under supervised conditions or copies.
4. **Durants School** will provide candidates with sufficient time, normally at least five working days, in order to allow them to review copies of materials and reach a decision.
5. **Durants School** will provide a clear deadline 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.
6. **Durants 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.
7. **Durants School** will ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review.
8. **Durants School** will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. **Durants School** 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.

### **Appeals Process:**

This policy details the procedure regarding appeals by students relating to internal/controlled assessment decisions made by the School and submitted to awarding bodies. It outlines how appeals may be made to the School regarding the procedures followed but does not cover the actual marks or grades submitted by the School to the awarding body.

Appeals will follow a three stage process:

Stage 1: Appeal to subject teacher/ head of department

Stage 2: Appeal to examinations officer/ head of centre

Stage 3: Appeal to awarding body

#### **Stage 1**

Any concerns about the procedures used in assessing internally marked work for public exams (e.g. coursework/ portfolio /projects/ performance) should be discussed with the subject teacher and/or Head of Department in the first instance. This should be done in writing where practicable, as soon as possible. A response will be provided within one week of receipt of appeal by the subject teacher or head of department.

#### **Stage 2**

If this fails to resolve the concerns, these should be brought to the attention of the Examinations Officer as soon as possible. Each awarding body specifies detailed criteria for the internal assessment of work. After work has been assessed internally it is moderated by the awarding body to ensure consistency between centres. Such moderation frequently changes the marks awarded for internally assessed work and the final judgement on marks awarded lies with the awarding body. This is outside the control of the School and is not covered by this internal appeals policy.

#### **Stage 2 Appeals Procedure**

- The Examinations Officer manages the appeals process.
  - A written appeal must be received by the Examinations Officer no more than 14 days after the deadline for coursework marks to be sent to the relevant awarding body. The appeal must state the details of the complaint and the reasons for the appeal. All supporting evidence should be included with the appeals notice.
  - An enquiry into the internal assessment will be conducted by the Examinations Officer, Head of Department for the relevant subject area and a member of the Leadership Team unless any has been directly involved in the original internal assessment process. The panel will include a review of

the procedures used by the School to award marks for internal/controlled assessment and will consider whether the procedures conform to the published requirements of the awarding body. This will be undertaken within 14 days of receipt of the written appeal.

- Wherever possible, appeals will be considered and resolved by the date of the last externally assessed paper of the examination series. Any difficulties in meeting this deadline will be raised with the awarding body.
- The teacher making the assessment will be asked to respond to the appeal in writing and a copy will be sent to the appellant.
- The Examinations Officer will convey the outcome of the appeal and clear reasons for the outcome in writing to the appellant within 5 working days of the final decision. Any changes made to the assessment of the candidate's work and any steps taken to further protect the interest of the candidates at the School will be confirmed.

Candidates will be able to gain access to:

- the breakdown of marks awarded to them for an internal assessment
- all comments recorded by the School relating to their internally assessed work,
- any relevant communications with the awarding body,
- information if available at the time of the appeal as to whether the work was sampled by the awarding body,
- the moderated mark given by the awarding body if known,
- relevant awarding body procedures for the conduct of internal assessment.

The School will maintain a written record of all appeals and subsequent decisions. The awarding bodies will be informed of any change to an internally assessed mark as a result of an appeal, of any implications for the conduct of the examination or for the issue of results at the School. Full details of any appeal will be available to the awarding body on request.

#### **Enquiries about Results (EAR)**

Each awarding body publishes procedures for appeals against its decisions. The Examinations Officer can provide copies of these and offer advice to candidates. Appeals against a grade or a result of an external examination have to be lodged by the School. The Head of Department will decide whether the School should support an EAR, taking into consideration knowledge of the exam system and their professional judgement. The candidate will be required to acknowledge that their grade may be confirmed, raised or lowered and will be responsible for paying the relevant fee at the time of the request where the School does not uphold a request for such an enquiry. Where the student wishes to challenge the decision not to hold an enquiry or consequent appeal, a similar procedure to that mentioned above will be carried out. The candidate will be required to acknowledge that their grade may be confirmed, raised or lowered and will be responsible for paying the relevant fee at the time of the request where the School does not uphold a request for such an enquiry. Where the student wishes to challenge the decision not to hold an enquiry or consequent appeal, a similar procedure to that mentioned above will be carried out.

### **Stage 3**

Appeal to awarding body: A written appeal may be sent to the awarding body no later than 35 days after the initial stage 1 appeal. Awarding bodies have their own appeals procedures.

## Appendix A

### **Details of personnel and time frame for Appeals**

Stage 1 - Reply within 1 week of receipt.

Class teachers – appeal made as soon as possible in writing.

Head of Middle Department: John Ryan – appeal made as soon as possible in writing

Head of Upper Department: Ben Betterton – appeal made as soon as possible in writing

Head of Satellite: Jamie Thaxton - appeal made as soon as possible in writing

Stage 2 – reply within two weeks of receipt

Exams officer: Jamie Thaxton – appeal made as soon as possible in writing

Head of Centre: Rachel Carli - appeal made as soon as possible in writing

### Stage 3

#### **Details of awarding bodies:**

For AQA: Private candidates can submit an appeal to us directly. For all other students, appeals must be submitted by the headteacher or principal of the school/college.

You need to submit your appeal within 30 calendar days of receiving the relevant decision or outcome from us (or within 15 calendar days of receiving reasons for the outcome, if these are requested). We appreciate that you are likely to wish to review a copy of the script prior to deciding whether or not to submit an appeal application. If our processing of the script copy request takes you beyond the above deadlines, please make clear the reason for the delay with your appeal application and we will take this into account when deciding whether or not it can be accepted for investigation.

1. Download and fill in the application for an appeal form in the [JCQ Appeals booklet](#)
2. Tick 'Preliminary stage' and select the type of appeal you're making.
3. Explain why you're appealing as clearly as possible. You need to reference either which specific regulation you consider has not been complied with, or why you consider that a mark is unreasonable. You can scan specific examples (for example from a script) and add commentary explaining your point of view. This will help us to focus more precisely on the issue, or issues, that you wish to raise.
4. Sign the completed form.
5. Either:

i. email a scan of the form to [appeals@aqa.org.uk](mailto:appeals@aqa.org.uk) (preferred)

ii. post the form to Appeals Team, AQA, Devas Street, Manchester, M15 6EX

For Asdan:

**Asdan Awarding body appeal** ([appeal policy](#))

***Grounds for an appeal***

Should the centre or learner feel that an error has occurred, following the release of the results, where either the centre or ASDAN has not implemented its procedures properly, fairly or consistently, an application for appeal may be submitted.

Centres may appeal on the grounds that:

1. An assessment error was made when assessing and moderating the learner's evidence.
2. ASDAN used the wrong information provided by the centre when reviewing the evidence of all, some or just one of a centre's candidates, including because the centre erroneously submitted the wrong data.
3. A procedural error was made when assessments, internal moderation, external moderation was conducted.
4. Agreed reasonable adjustments and approved special considerations were not taken into account when the final decision was made.
5. The centre was biased or discriminatory when assessing the learner.

Appeals may also be made against other decisions affecting centres and individual candidates, such as:

- ASDAN's decision to reject an application for Centre Approval
- The contents of a centre moderation or visit report
- ASDAN's decision to decline a request for special arrangements/consideration
- ASDAN's sanction as a result of malpractice, misconduct or maladministration
- The outcome of any ASDAN investigation into a complaint raised by the centre

There are two stages in an appeal regarding a moderation outcome, the first being that the learner appeals their result to the centre and the second when the centre appeals the ASDAN result.

**1. Stages in the process**

**Stage 1:** Learner submits appeal to Centre

**Stage 2:** Centre submits appeal to ASDAN

***1.1 Stage 1: Learner submits appeal to Centre***

The learner should appeal directly to the centre by using the centres internal appeal policy. Should the centre determine that an error in marking or procedural error was made and as a result the

incorrect information was provided to ASDAN, then the centre is obliged to complete the ASDAN Appeal Request Form listing details of the errors and a request to review the application. Please complete all internal investigations to resolve an appeal before submitting a request to ASDAN to review the results of the moderation.

### ***1.2 Stage 2: Centre submits appeal to Centre***

ASDAN will undertake a review of the learner's achievement where an outcome could not reasonably have been arrived at given the evidence generated by the Learner, which was considered for the purpose of the moderation. Further the centre's marking of that evidence, the criteria against which Learners' performance is differentiated and any procedures of the awarding organisation in relation to moderation, including in particular where the outcome of a moderation is based on:

- a) an administrative error,
- b) a failure to apply such criteria and procedures to the evidence generated by the learner where that failure did not involve the exercise of academic judgment, or
- c) an unreasonable exercise of academic judgment<sup>1</sup>

#### ***1.2.1 Centre responsibilities***

Relevant centre staff must be fully aware of the appeal process, senior members of centre staff must be accessible to candidates immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates must be informed of the periods during which centre staff will be available so that they may plan accordingly. Note that ASDAN will only accept an appeal from the centre and not from candidates or their parents.

All requests for candidates must be submitted (and thus supported by the centre) by an authorised member of centre staff. Before submitting a request, centres should complete all internal investigations into the validity of the claim. It is important that the centre must review the learner's evidence and IQA processes to ensure that no marking or procedural error may have occurred prior to external moderation.

Should a centre error have occurred this must be communicated to ASDAN immediately and ASDAN will determine if the error will result in a change.

Once the centre has investigated the request from the candidate and determined that no centre error was made and the candidate would like to appeal the result, the **Candidate Consent Form** can be processed and forwarded to the ASDAN Compliance Manager for processing of stage 2: Centre submits appeal to ASDAN with the completed **Appeal Request Form**. *See addendum 1 and 2.*

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<sup>11</sup> An academic judgement is what is involved when assessing or moderating. It is possible for different moderators reasonably to reach different judgements. Unreasonableness in academic judgement occurs where the result given is one that no reasonable moderator could properly have awarded.

All Appeal applications must be communicated to ASDAN within 35 days of the results being issued.

### ***Grounds for Refusal of an Appeal application***

Applications for appeals may be refused on the following grounds:

- The centre has not met the procedural requirements for an appeal (within 35 days of the result being issued and after an internal investigation has concluded).
- Specific information and evidence have not been provided to support one of the five grounds for appeal – see 2.2 Grounds for an appeal

#### ***1.2.2 ASDAN responsibilities***

The sample used for external moderation will be reviewed and as such the centre can request the moderation feedback report of the candidates that were included in the sample to review decisions taken in relation to the awarding the results of the moderation.

**All requests will be acknowledged within 7 calendar days.**

Following a review ASDAN will determine whether an error has occurred, whether the error was the centre or ASDAN's, and if so, will change the outcome of the review to the extent necessary to correct the effect of that error.

**Reviewers will not re-mark/moderate the learner's evidence.** They will only act to correct any errors identified in the original moderation.

The reasons for any determination and any such change will be documented. Where ASDAN identifies that a review has been carried out inconsistently, or not according to the regulatory conditions, the effect of the failure will be corrected, or where it cannot be corrected, mitigated as far as possible, and will ensure that the failure does not recur in the future.

There are three possible outcomes of a review:

- No change to the original decision
- Correction to the original decision
- Centre decision to award reinstated

Centres will be provided with a reason for review outcomes of no change or a correction to the moderator's decision. ASDAN will promptly update achieved units/qualification and, where appropriate, results to correct the effect of any error which is identified, provided that this does not have the effect of lowering a learner's achievement.

## **2. Procedure for lodging an appeal**

1. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements. The learner should submit an application form to the centre should they be dissatisfied with the outcome of the centre appeal process.



2. Applications for appeal are made in writing to the ASDAN Compliance Manager by submitting an Appeal Request form. **Centres must request an appeal within 35 calendar days of receiving the outcome of the results being issued.** The application must clearly set out both the grounds of appeal and all supporting documentation. It is important that all relevant documentation is included at this point, as there will be limited opportunities to submit additional information later on in the process. ASDAN reserves the right to produce material in rebuttal of any appeal application.
3. Once received by ASDAN details are recorded and acknowledgement sent to the centre within seven calendar days.
4. The appeal will check if the centre has properly, fairly and consistently applied the procedures as identified by the centre on the Appeal Request form. Based on the evidence supplied and appropriate internal investigations, a decision will be taken to reject or uphold the appeal, and if upheld, appropriate action will be taken to correct the error. This review will take no longer than 42 calendar days.
5. If the centre is not satisfied with the outcome of the Appeal, an application for appeal may be made to Ofqual.