

Exams Internal Appeals Procedures 2023/24

For the attention of: All Staff
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Vision, Purpose & Values

Our Vision

Our students will be recognised locally & nationally for their positive impact on the communities and industries in which they choose to work.

Our Purpose

To inspire our students to gain the skills, knowledge and behaviours they need to be resilient and thrive in an ever-changing world.

Our Values

Excellence: A culture of creativity, high expectations, ambition and aspiration

Respect: Showing fairness, courtesy and mutual respect to each other and our environment

Integrity: Honesty, openness and trust at the heart of College life

Diversity: Celebrating diversity and inclusivity as a key to our success

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1. Key Staff Involved in Internal Appeals Procedures

Role	Name(s)
Head of Centre	Gillian May
Principals	Amanda Down & Anne Entwistle
Vice Principals	Karen Griffiths, Jessica Berry
Exams Manager	Fatima Rana
Deputy Exams Manager	Simmi Pawar, Kofil Chowdhury & Amanda Flemington
Exams Officers	Claire Burt, Kiran Basra, Jalisa Ogundelu and Isra Khan
Exams Administrator	Karan Sidhar

2. Appeals Against Internal Assessment Decisions (Centre Assessed Marks)

- 2.1. This procedure confirms The Windsor Forest Colleges Group compliance with JCQ's *General Regulations for Approved Centres 2023-24, 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 must inform candidates "of the mark given by their centre for a centre assessed component/unit." A candidate is allowed to request "a review of the Centre's marking prior to the marks being submitted to the awarding body, should they wish to do so."
- 2.2. Certain components of GCSE, GCE (GCE and GCSE non-examination assessments) and other vocational qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the centre. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.
- 2.3. **Deadlines for the submission of marks** (Summer 2024 exam series)

Date	Qualification	Details
07/05/24	GCSE	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)
15/05/24	GCE	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)
31/05/202		Art and Design

4		
15/05/24	Extended Project	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)

- 2.4. The Windsor Forest Colleges Group 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.
- 2.5. The Windsor Forest Colleges Group ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCE, GCSE and vocational qualification for non-examination assessments). This policy details all procedures relating to non-examination assessments for GCE, GCSE, vocational qualifications, project qualifications including the marking and quality assurance processes which relevant teaching staff are required to follow.
- 2.6. Candidates' work will be marked by staff who have appropriate knowledge, understanding, and skill, and who have been trained in this activity. The Windsor Forest Colleges Group is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where several subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.
- 2.7. 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 his/her/their work, or that the assessor has not properly applied the mark scheme to his/her/their marking, then he/she/they may make use of the appeals procedure below to consider whether to request a review of the centre's marking.
- 2.8. The Windsor Forest Colleges Group will:
1. 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. inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification and the mark schemes) to assist them in considering whether to request a review of the centre's marking of the assessment.
 3. having received a request for copies of materials, promptly make them available to the candidate within 3 working days.
 4. provide candidates with sufficient time to allow them to review copies of materials and reach a decision.
 5. 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 within 5 working days of receiving copies of the requested materials to the appropriate Vice Principal.

6. allow 5 – 7 working days 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. 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.
 8. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
 9. inform the candidate in writing of the outcome of the review of the centre's marking.
- 2.9. 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.
- 2.10. 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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

3. Appeals Against The Centre's Decision Not to Support a Clerical Check, a Review of Marking, a Review of Moderation or an Appeal

- 3.1. This procedure confirms The Windsor Forest Colleges Group compliance with JCQ's General Regulations for Approved Centres 2023-24, 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 an online application for a clerical check, a review of marking, a review of moderation or an appeal".
- 3.2. Following the issue of results, awarding bodies make post-results services available. Students can apply for all post-results services made available by awarding organizations, fees are applicable, and relevant forms for completion are made available via the Exams' Google Site and the exams office.
- 3.3. Candidates are also informed via the Exams' Google Site of the arrangements for post-results services **before** they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results.
- 3.4. If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.
- 3.5. Reviews of Results (RoRs) 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)

This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications) (To) This service is available for externally assessed components of both

unitized and linear GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)

- 3.6 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 allowed. Candidate consent can only be collected after the publication of results.
- 3.6. If a concern is raised about a particular examination result, the exams officer, curriculum staff and head of centre will investigate the feasibility of requesting a review supported by the centre.
- 3.7. Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.
- 3.8. 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 appropriate assistant principal at least 7 working days prior to the internal deadline for submitting a request for a review.
- 3.9. The appellant will be informed of the outcome of his/her/their appeal before the internal deadline for submitting a RoR.
- 3.10. Following the RoR 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.
- 3.11. Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or his/her/their 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.
- 3.12. The appellant must state grounds of appeal in writing to the appropriate assistant principal in 10 working 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 working days of receiving the outcome of the review of 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.

4. Further Guidance to Inform and Implement Appeals Procedures

JCQ publications

- ▶ 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/coursework/> <https://www.jcq.org.uk/exams-office/non-examination-assessments/>

- ▶ Notice to Centres – informing candidates of their centre assessed marks

<https://www.jcq.org.uk/exams-office/non-examination-assessments/>

Ofqual publications

- ▶ GCSE (9 to 1) qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>

- ▶ GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>