

MANCHESTER CREATIVE AND MEDIA ACADEMY

Name	Internal Appeals Policy
Approved by	TLB & S Committee
Policy Created	Academic year 2016- 2017
Review	1 year
Update Approved	
All policies are available to stakeholders either on the Academy website or upon request from the Academy's Main office.	

AIMS

The aims of this Internal Appeals Policy are:
<p>MCMA is committed to ensuring that internal assessments are marked and administered fairly, consistently and in accordance with the awarding body specifications and subject-specific associated documents.</p> <p>This is ensured by:</p> <ul style="list-style-type: none"> • Subject staff having the necessary and appropriate knowledge, understanding, skills, and training in this activity • Subject staff authenticating candidates work according to the requirements of the relevant awarding body • A process of internal moderation and standardization led by nominated staff <p>An appeal against internal assessment decisions can be made, based on the above not being fulfilled.</p>

PROCEDURE

The Internal Appeals Policy procedure is committed to and guided by the principles of:
<p>Note - appeals may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.</p> <ul style="list-style-type: none"> • Appeals should be made as early as possible and at least two weeks before the end of the last externally assessed paper in the examination series (e.g. the last GCSE written paper in the summer exam series) • Appeals should be made using the internal appeals form completed by the candidate (or parent/carer) • The head of centre will appoint a member of the senior leadership team, who has no involvement in the assessment process for that subject to conduct the investigation • The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements as detailed in the awarding body specification(s) and/or subject-specific associated documents • The appellant will be informed in writing of the outcome of the appeal, including any relevant

correspondence with the awarding body and any changes made to internal assessment procedures

- The outcome of the appeal will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity in procedures to light, the awarding body will be informed

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

POLICY

1. Appeals procedure against centre decisions not to support an enquiry about results

1.1	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 can be found in the document GCSE post results, which is issued on results day.
1.2	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.
1.3	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. Whilst it is highly likely that the academy would support an enquiry about results, if it chooses not to do so then the candidate should complete the internal appeals form. A senior member of staff, who has not previously been involved with the enquiry, will be responsible for responding to the appeal.

2. Appeals procedure following the outcome of an enquiry about results

2.1	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, parents/carers are not permitted to make direct representations to an awarding body.
2.2	If, following the outcome of an enquiry about results, the candidate remains concerned about the marking of the exam script, he should first discuss the matter with the relevant Head of Department. If, after consulting the regulator's Code of Practice and the Joint Council of Qualification's (JCQ) publication Post Results Services – Information and guidance to centres, the Head of Department is convinced that the awarding body has not followed due process, Principal as Head of Centre will submit a Stage 1 appeal.
2.3	Stage 1 appeals to awarding bodies can be only made by Principal and will only be made following the enquiry about results process if doubts about the accuracy of the results still

persist. If an appeal is accepted by the awarding body, an investigation into the candidate's results and the awarding body's procedures will follow. An appeal investigation does not generally involve a further review of candidates' work by the awarding body. Awarding bodies may charge a fee for appeals. Responsibility for paying the fee may rest with the candidate and will be decided by the centre. This fee will be refunded if the appeal is upheld. The Head of Department should communicate the decision about whether a Stage 1 appeal is justified to the candidate within two days of being asked by them to consider the case.

2.4

If the Head of Department is unable to establish a basis for a Stage 1 appeal and the candidate is not satisfied with his or her explanation, he may use the internal appeal procedure. This is set out at Paragraphs 1-5 below. It is essential that any person intending to use the appeal procedure understands that the timescale for submitting a Stage 1 appeal to an awarding body is determined by JCQ, who stipulate that the academy has to contact the awarding body within 14 days of receipt of the outcome of the last relevant review of marking result. For this reason and in order to comply with this rule, the academy's internal appeal procedure imposes a clear deadline for completion of each stage of the process. A failure to comply with the JCQ deadline will invalidate the appeal.

2.4.1 Submitting an internal appeal: an appeal should be made in writing by the candidate to the Assistant Vice Principal, using the Internal Appeals Form. The appeal must be made within 7 calendar days of the candidate receiving notification of the outcome of the enquiry.

2.4.2 Conduct of the appeal meeting: an appeal meeting will be conducted by the Senior Vice Principal, and will take place within three calendar days of the request being received under Paragraph 5 above. The panel for this meeting will include at least two other members of the teaching staff, both of whom will hold at least the position of Head of Teaching Department at MCMA and will not have had any previous involvement with the subject and matter being appealed. The pupil concerned will be invited to attend the meeting, together with his parents/carers. The relevant Head of Department will also be present.

2.4.3 The appeal decision: the Senior Vice Principal will inform the candidate in writing of the outcome and the reasons for it within two days of the appeal meeting. A copy of the appeal decision will be also sent to the relevant Head of Department. A written record of the internal appeal will be retained and, if required, made available to the awarding body. If the decision of the internal appeal is to support a Stage 1 appeal to the examining body, Principal will write the supporting letter.

2.4.4. The procedure set out above should be used where a Stage 1 appeal is rejected by the awarding body and the candidate concerned wishes to challenge the latter's decision and proceed to a Stage 2 appeal.

2.4.5. Where an original hard copy script has been returned to the centre under the Access to Scripts arrangements, its security has been compromised and it can no longer be subject to an enquiry about results or appeal.

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. In some cases, the academy will consider paying for this.

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 if different to appellant	
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 Curriculum Manager, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

The internal appeals procedures for MCMA have been produced to demonstrate compliance with the following:

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

Controlled Assessments, Coursework and Portfolios of Evidence

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

Post-Results Services and Appeals

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

JCQ Post-results services <http://www.icq.org.uk/exams-office/post-results-services>

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.**

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.icq.org.uk/exams-office/appeals>

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.

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>

The awarding organisation must require centres offering its examinations to ensure that they have in place:

- 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.

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>

Responsibility

Responsible Staff	Curriculum Manager(s)
Policy administrator	Assistant Vice Principal (Progress)
Approving body	TLB&S