



RICKMANSWORTH SCHOOL

Internal Appeals Policy

Version:	4
Version Author:	Chris Hambleton
Version Ratified By:	Full Governing Body
Date Version Ratified:	January 2020
Governor's Lead:	Neeshat Hussein
SLT's Lead	Chris Hambleton
Date this version issued:	January 2020
Last Review Date:	September 2019
Next Review Date:	October 2020
Target Audience:	Governors, Staff, Parents
To Be Published on The Website	Yes

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OVERVIEW

Purpose

This policy governs the process of appeals against marks awarded during internally assessed coursework (Non-Examination Assessments; 'NEAs').

A reference copy of this document is kept on the shared drive and it will be brought to the attention of all members of staff.

Review Process

This document will be reviewed in accordance with our policy review process on an annual basis or on the introduction of new or amended relevant legislation.



Tony Walker
CHAIR OF GOVERNORS



Matthew Fletcher
HEADTEACHER

Assessment

- 1.1. Some subjects contain non-examination assessments. Such assessments are then externally moderated by the examining board.
- 1.2. New JCQ regulations, commencing Summer Series 2018, stipulate candidates are to be:
 - (i) informed of their NEA marks after internal moderation and marking, and before submission to the examination board for external scrutiny.
 - (ii) permitted the opportunity to appeal against the mark awarded by the centre – known as requesting a ‘Review of Marking’
- 1.3 Should the candidate still be dissatisfied after this ‘Review of Marking’, they must submit a formal complaint, in which case, the Complaints Policy takes effect. The purpose of the investigation will be to decide whether the process used for the NEA Review of Marking conformed to JCQ regulations and whether the internal marking of that candidates’ work is secure.
 - 1.3.1 A record of the outcome of the complaint will be kept and made available to the awarding body upon request. Should the complaint suggest any malpractice or error beyond tolerance, the awarding body will be informed.

Internal Review of Marking

- 2.1. Candidates can request a ‘Review of Marking’ of NEA work before submission to the examination board. Procedures for Staff to adhere to, Guidance for Candidates and a Review of Marking Request Form, are all shown as Appendices 1-7 respectively and review dates will be published to students and parents in advance. In summary, the process is as follows:
- 2.2 The candidate has 4 working days to submit a request for Review of Marking from the release of NEA marks by the department. *** The term “working days” means days that the school is normally open and does not include weekends, bank holidays or other days that the school is not open to students**
- 2.3 Stage 1 involves the candidate having access to their work, to determine whether to proceed with a Review. Stage 2 is where the candidate decides to submit a review of marking request, stating precisely where the mark scheme has not been applied correctly to their work. Both stages may incur charges to reflect administrative and professional services costs.
- 2.4 The reviewer must not have been involved with the original marking of the candidate’s script. They must first determine if the request is ‘valid’, and if so, then whether the original marking is within reasonable tolerance of the criteria. If the latter applies, the original mark is upheld.
- 2.5 Requests are invalid if the reasons given by the candidate are not precise and relevant to the mark scheme, late requests and late original submission of NEA work, beyond deadlines published by the school (see website).
- 2.6 If the original mark is upheld, no refund is awarded. If the mark is amended, a refund is given. Marks can be adjusted both up & down.
- 2.7 ‘Disadvantaged’ (CLA, Pupil Premium etc.) candidates are not charged any fees.

2.8 Outcomes of ‘Reviews of Marking’ must be communicated to candidates within 15 working days of the receipt of the stage 2 request. There is no requirement for this to precede submission of marks to the examination board.

2.9 All communication regarding a candidate Review Request will be undertaken via Candidate Request form and will be responded to via email by the Examinations Officer.

External Review of Marking (Enquiry About Results and Appeals)

(For Information only and not covered by Internal Appeals Policy)

Enquiry About Results

3.1 Following the publication of results, a candidate has the right to request a review of marking, known as an ‘Enquiry About Results’; ‘EARs’). EAR requests must be completed using the appropriate school proforma (see Appendix 4), and received by the Examinations Officer by the date shown on the proforma. This is usually within three weeks of notification of the results from the examining board, although priority access to script requests have more immediate deadlines. EAR requests must be accompanied by the appropriate fee, in order to be processed.

3.2 EAR outcomes can result in marks being amended either up or down. Only a grade change will incur a refund, which, less an administrative charge, will be passed on to the candidate.

3.3 The school may wish to initiate EARs for specific candidates. In which case, the school will pay all costs involved but must seek and receive candidates’ agreement beforehand.

Appeals

3.4 Candidates who are still dissatisfied following an EAR outcome, may submit a further request in writing to the Headteacher for an Appeal. An appeal may only be made to the examining board by the School and must usually be undertaken within 10 working days following notification of the result of the EAR.

3.5 The school must be satisfied that there are grounds for appeal. The candidate must have discussed his or her reasons for appeal with the Head of Department in the first instance. The Headteacher shall be the final arbiter of the decision to appeal and shall determine who is to bear the cost.

3.6 In the event that the school determines not to support a candidate’s appeal, the candidate is referred to the school’s complaints procedure.

Appendix 1 - Non-Examination Assessment (NEA) Review of Marking: Staff Procedures

Introduction

JCQ 2019 regulations now permit candidates to appeal against the NEA raw score awarded them in a subject. This is undertaken by the submission of a 'Review of Marking' request, which must adhere to certain protocols.

Guidance to Candidates and the proforma to be completed to submit a request are detailed in documents: 'NEA Reviews. Candidate Guidance. 2020' and 'Review Request Form' respectively.

Procedure

An overview of procedure is shown on page 2, but please note the following points:

Information to be provided to the Exams Officer by 1st March 2020:

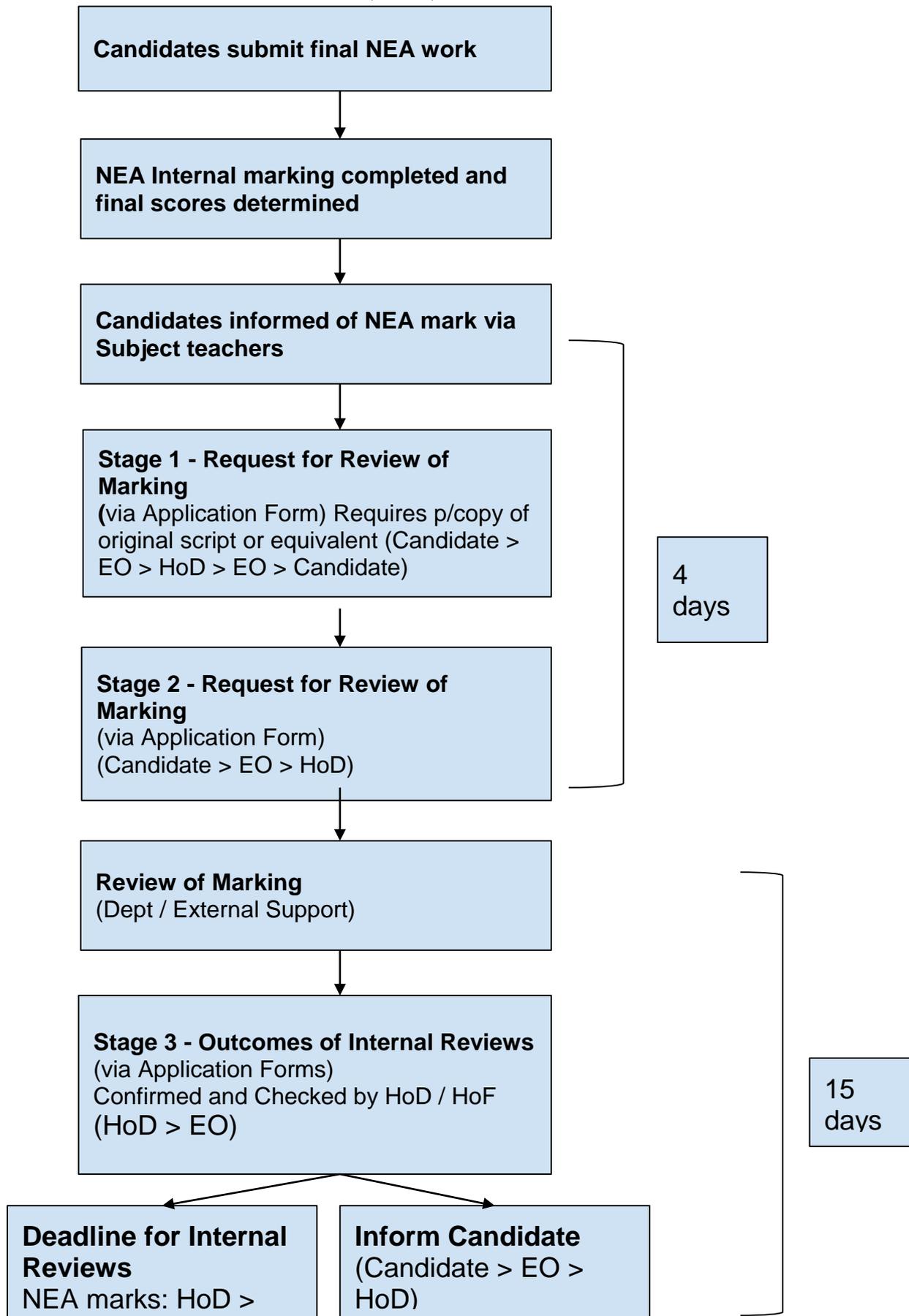
- Deadline dates for (i) receipt of NEA work from candidates, (ii) issue of NEA marks to candidates, (iii) submission of NEA marks to Exam Board
- Subject Mark Scheme (or equivalent)

NEA Reviews of Marking

- All Requests/Outcomes will be communicated between Candidates and the Exams Officer
- Prompt response by HoDs to Candidate Review Requests are required due to the timescales involved
- Review requests must be submitted by candidates within 4 days of receipt of NEA marks.
- Requests received after this 4-day window or late submission of NEA work, will not be reviewed.
- Stage 1: Candidate Determination for Review of Marking (Cost: £15)
 - Upon receipt of application (stage 1) and money, the Exams Officer will require p/copy of original script from HoD, or equivalent, within 24hrs. Candidate analyses how mark scheme has been applied.
- Stage 2: Request for Review of Marking (Cost: £45)
 - Upon receipt of application (stage 2) and money, the Exams Officer will forward to HoD for review to be undertaken. This must occur before the deadline of submission of marks to exam board.
 - HoD* to determine if request is 'valid' for the review to be required. Candidate must state precisely where mark scheme has not been applied correctly in their application, necessitating Stage 1 of the process.
 - HoD* undertakes review of all validated NEA requests received
 - *Original marker, cannot determine application validity or review the work
 - If candidate's work was used in standardization, no staff member involved in that process can determine validity or undertake review. This may require outsourcing the work to colleagues in another school

- Stage 3: Determining Outcome
 - Reviewer completes stage 3 with outline commentary, and returns to Exams Officer within 15 working days
 - If the original marking is within reasonable tolerance of criteria, the original NEA mark will be upheld, if not, the new mark will supersede the first one and a full refund, less £15 administrative costs, is issued. HoD to inform HoF regarding all review outcomes; HoFs to confirm decisions and ensure correct procedures have been followed.
 - Review outcomes will not be released to candidates until after NEA marks submitted to Exam board
 - Any candidate not satisfied with the Review outcome should follow the School Complaints procedure
 - Disadvantaged students will not be charged any fees for a Review of Marking, should a request be made.

We have high confidence in department standards to secure accurate marking with professional integrity, and do not wish these new JCQ regulations to impact unnecessarily on staff well-being and workload. These procedures and systems are therefore designed to protect staff and deter unnecessary requests.

Non-Examination Assessment (NEA) Overview

APPENDIX 2 - Non-Examination Assessment Review of Marking: Candidate Guidance

Introduction

JCQ 2019 regulations now permit candidates to appeal against the NEA raw score awarded them in a subject. This is undertaken by the submission of a 'Review of Marking' request, which must adhere to certain protocols.

Please consider the following before submitting any such request:

- staff do attempt, within acceptable limits, to award their students the most favourable mark possible. Some reviews may necessitate the involvement of external expertise who are unlikely to have the same bias towards our students.
- marks can be adjusted up as well as down
- there are costs associated with the process; both administrative as well as for professional services required to undertake the review
- relevant subjects which contain NEA components, and key deadlines of the process are published on the website in the document: 'NEA DEADLINES'

Protocols

Deciding whether to request a Review of Marking

- Candidates complete 'Stage 1' of the Review Request Form (See Appendix 8), email a signed copy to the Exams Officer, and provide £15 (cash, or cheque payable to 'Rickmansworth School') the next working day.
- Either a photocopy or e-copy of their coursework, or access to the original coursework will then be provided – this depends upon the subject concerned and the type of NEA material involved.
- Using the relevant subject mark scheme (see document: Subject NEA Mark Schemes), they determine whether to submit a Review of Marking Request

Submitting a Review Request

- Candidates complete 'Stage 2' of the Review Request Form in Appendix 3, email a signed copy to the Exams Officer, and provide £45 (cash, or cheque payable to 'Rickmansworth School') the next working day. This must occur within 4 working days of release of NEA marks.
- Review requests must state precisely where candidates believe the mark scheme has been incorrectly applied by the marker. Vague unqualified requests will be deemed invalid and rejected; no refund will be provided.
- Late submission of either NEA material or a Remark request will forfeit the opportunity for a Review.

Determining the outcome of a Review Request

- The Reviewer will be someone with subject expertise but not the original marker; this may necessitate outsourcing the work to another school. They will firstly determine if the Review Request is valid and then whether the mark scheme has been applied correctly.

- If the original marking is within reasonable tolerance of criteria, the original NEA mark will be upheld, if not, the new mark will supersede the first one and a full refund, less £15 administrative costs, will be supplied.
- The Review outcome ('Stage 3' of the Review Request Form) with outline commentary, will be emailed by the Exams Officer to the candidate upon completion of the process, and within 15 working days of the 'stage 2' request received
- Any candidate not satisfied with the Review outcome should follow the School Complaints procedure

APPENDIX 3 - Non Examination Assessment Review Request Form

REVIEW REQUEST FORM

Stage 1: Access to Candidate's marked NEA work

(Fee: £15 cash or cheque payable to Rickmansworth School)

Candidate Name			
Candidate Form Group		Candidate Number	
Subject		GCSE / A Level	
Candidate Signature		Date	
Admin Use Only:	<i>Date received by EO</i>	<i>Forwarded to HoD on</i>	<i>Copy of NEA Material issued on</i>

Stage 2: NEA Mark Review Request

(Fee: £45 cash or cheque payable to Rickmansworth School)

I wish to appeal my mark on the following grounds:	
<i>For Admin Use only:</i>	
<i>Date Received by EO</i>	<i>Request Deadline Date</i>

Stage 3: Review Outcome

Reviewer:	Review Valid (Yes/No). If No, give reason below.
Reviewer Commentary:	
Original NEA Mark	

Original NEA Mark		Reviewer NEA Mark		Original Mark Upheld	
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<i>For Admin Use only:</i>	
<i>Date NEA Mark released:</i>	
DATE STUDENT NOTIFIED: (within 15 working days of receipt of Stage 2 by XO)	
Refund due (£30):	Yes/No
Refund Processed:	

APPENDIX 4 - A-Level Post Results Service June 2019 (subject to change on publication of Exam board 2020 remark costs)

Service No.	Post-results service	Service Information	AQA	EDEXE L	OCR	WJEC	DEADLINE
RORs (Review of Results) Services	1	Clerical re-check	£21	£16	£22	£16	12th Sept
	2	As above with a copy of Re-checked script requested	£36	£16	£34	£32	
	3	Mark review	£48	£51	£54	£48	
	4	As above with a copy of reviewed script requested	£63	£51	£66	£59	
	5	Mark review	£57	£59	£65	£55	20th Aug 12:00 pm
	6	As above with a copy of reviewed script requested	£68	£59	£77	£66	
	7	Priority copy of script	£19	£5	£17	£16	
ATS	8	Non-priority copy	£19	£5	£17	£16	

(Access to scripts) Services		of script	Candidate to review their performance on the paper but it is not guaranteed to arrive before 13th September					
	9	Original script	Awarding bodies will provide either the original hardcopy script or an electronic image of the script	£19	£5	£17	£16	12th Sept

Please note fee is per paper not per subject

PLEASE COMPLETE ALL DETAILS AND RETURN TO THE EXAMS OFFICE BY 14TH SEPTEMBER 2020. THIS DEADLINE APPLIES TO ALL REQUEST SERVICES (EXCEPT SERVICE 7).

***All the above Deadlines are subject to change and will be updated upon publication by the Exam board**

APPENDIX 5 - A-Level Post Results Request - June 2020

Name:		Candidate Number:	
Email:		Telephone:	

Exam Board	Component/ Paper Code	Exam Title	Service No.	Fee
				£
				£
				£
				£
				£

RoR Candidate consent statement and signature		ATS Candidate consent statement and signature	
<p>I give my consent to the head of my examination centre to make an enquiry about the result of the examination(s) listed above. In giving consent, I understand that the final subject grade awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same as the grade which was originally awarded for this subject.</p>		<p>I consent to my scripts accessed by my centre. Tick ONE of the permission statements:</p> <p><input type="checkbox"/> If any of my scripts are used in the classroom, I do not wish anyone to know it's mine. My name and candidate number must be removed.</p> <p><input type="checkbox"/> If any of my scripts are used in the classroom I have no objection to people knowing they are mine.</p>	
<p>By signing here I confirm my consent / permission above.</p>			
Signed		Date:	
<p>I have paid the correct fee of £ (Please check this carefully as any errors will delay processing of the application).</p> <p>If the overall grade changes, the service fee, less the admin charge will be refunded.</p>			

You need to enclose the correct money (cash or cheque: made payable to Rickmansworth School) with this form, and hand this in to the Sixth Form Office.

APPENDIX 6 - GCSE Post Results Service June 2019 (subject to change on publication of Exam board 2020 remark costs)

Service No.	Post-results service	Service Information	AQA	EDEXEL	OCR	WJEC
RoRs (Review of Results) Services	1	Clerical re-check	£13	£16	£22	£16
	2	As above with a copy of Re-checked script requested	£27	£16	£32	£25
	3	Mark review	£43	£45	£54	£43
	4	Mark review with a copy of reviewed script requested	£57	£45	£66	£55
ATS (Access to scripts) Services	7	Priority copy of script	Not available	Not available	Not available	£17
	8	ATS: Original script	£16	£5	£17	£16

Please note fee is per paper not per subject

PLEASE COMPLETE ALL DETAILS AND RETURN TO THE EXAMS OFFICE BY 14TH SEPTEMBER 2020. THIS DEADLINE APPLIES TO ALL REQUEST SERVICES (EXCEPT SERVICE 7).

***All the above Deadlines are subject to change and will be updated upon publication by the Exam board**

APPENDIX 7 - GCSE Post Results Request - June 2020

Name:		Candidate Number:	
Email:		Telephone:	

Exam Board	Component/ Paper Code	Exam Title	Service No.	Fee
				£
				£
				£
				£
				£

RoR Candidate consent statement and signature	ATS Candidate consent statement and signature
<p>I give my consent to the head of my examination centre to make an enquiry about the result of the examination(s) listed above. In giving consent, I understand that the final subject grade awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same as the grade which was originally awarded for this subject.</p>	<p>I consent to my scripts accessed by my centre. Tick ONE of the permission statements:</p> <p><input type="checkbox"/> If any of my scripts are used in the classroom I do not wish anyone to know it's mine. My name and candidate number must be removed.</p> <p><input type="checkbox"/> If any of my scripts are used in the classroom I have no objection to people knowing they are mine.</p>

By signing here I confirm my consent / permission above.

Signed		Date:	
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I have paid the correct fee of £ (Please check this carefully as any errors will delay processing of the application).

If the overall grade changes, the service fee, less the admin charge will be refunded.

You need to enclose the correct money (cash or cheque: made payable to Rickmansworth School) with this form, and hand this in to the Sixth Form Office.

