



CASTLE MEAD
ACADEMY

INTERNAL APPEALS PROCEDURE
2024/25

Policy Monitoring, Evaluation and Review

The policy will be promoted and implemented throughout the academy. The Principal, along with the Executive Principal will take a key role in monitoring and evaluating the policy. The policy along with other academy policies will be available on the academy website. The Academy Council will review the policy annually and assess its implementation and effectiveness.

This procedure is reviewed and updated annually to ensure that appeals against internal assessment decisions (centre assessed marks) at Castle Mead Academy are managed in accordance with current requirements and regulations in the JCQ publications General Regulations for Approved Centres (GR 5.7), Instructions for conducting non-examination assessments (ICNEA 6.1). This procedure is also informed by the JCQ publications Reviews of marking (centre assessed marks) suggested template for centres and Notice to Centres - Informing candidates of their centre assessed marks.

Centre Name	Castle Mead Academy
Centre Number	25361
Date policy first created	19/09/2023
Current policy approved by	Chloe French
Current policy reviewed by	Chloe French
Date of next review	01/10/2025

Revision History:

Version:	Date:	Author:	Summary of Changes:
2.0	19/09/2023	THA	New Policy
3.0	09/09/2024	ATH	New policy

Key staff involved in the policy

Centre Name	Castle Mead Academy
Centre Number	25361
Date policy first created	13/09/2023
Current policy approved by	Miss C French
Current policy reviewed by	Miss C French
Date of next review	01/10/2025
Key staff involved in the policy- Senior leader(s) Role	Name(s)

Head of Centre	Miss C French
Principal	Miss C French
Vice Principal, Behaviour	Miss M Rueben
Head of Safeguarding	Miss N Murphy
Academy Manager	Mrs R Sharp
Assistant Principal, Teaching and Learning	Mr A Biggs
Vice Principal, Teaching and Learning	Miss A Harris
Head of Behaviour	Mr L Mayes
Assistant Principal, Character	Miss J Simpkin
Assistant Principal, Achievement	Miss A Thorley
Assistant Principal, Logistics and Assessment	Mr D Gilbert
ALS lead/SENCo	Mrs V Dakin
Exams Manager	Bejal Shah

Contents

Key staff involved in the policy 2

Introduction 5

Purpose of the procedure 5

Principles relating to centre assessed marks 6

Procedure for appealing internal assessment decisions (centre assessed marks) 6

Appeals against decisions to reject a candidate’s work on the grounds of malpractice 7

Internal Appeals form 9

Complaints and Appeals Log 10

Further guidance to inform and implement appeals procedures 11

Introduction

Certain qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Castle Mead Academy and internally reviewed/standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

The moderation process carried out by the awarding body 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.

The qualifications delivered at Castle Mead Academy containing components of non-examination assessment/units of coursework are:

- GCSE
- Entry level Certificate in Mathematics
- BTEC

Purpose of the procedure

The purpose of this procedure is to confirm the arrangements at Castle Mead Academy for dealing with candidate appeals relating to internal assessment decisions.

This procedure ensures compliance with JCQ **General Regulations for Approved Centres** 5.7 which state that centres must:

- 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 communicated, made widely available and accessible to all candidates
- 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

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal.
- Centre decisions relating to access arrangements and special consideration.
- Centre decisions relating to other administrative issues.

For all GCSE, BTEC and other Project qualifications (include any other qualifications delivered at CMA to which these procedures apply) **Note** - the JCQ Notice to Centres – Informing candidates of their centre assessed marks (FAQ 1) confirms that the JCQ publication **General Regulations for Approved Centres** states that centres **must** have a written internal appeals procedure relating to internal assessment decisions in all qualifications.

Details of this procedure **must** be communicated, made widely available and accessible to all candidates, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Deadlines for the submission of marks

	Qualification	Details	Exam series
May 2025 for most subjects 31 May 2025 for Art and Design	GCSE	Final date for submitting centre assessed marks AQA, OCR, Pearson, WJEC	June 2025 series

Principles relating to centre assessed marks

The head of centre/senior leader(s) at Castle Mead Academy will ensure that the following principles are in place in relation to marking the work of candidates:

- A commitment to ensuring that whenever teaching staff mark candidates' work, that this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.
- Deadlines for each subject are as agreed by the Head of Subject and Exams Officer and communicated in a timely fashion by the Head of Subject to all students involved.
- All centre staff follow a robust Non-examination Assessment Policy (for the management of non-examination assessments). This policy details all procedures relating to non-examination assessments for relevant qualifications delivered in the centre, including the marking and quality assurance/internal standardisation 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.
- A committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.
- 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 their work, or that the assessor has not properly applied the marking standards to their marking, then they may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

Procedure for appealing internal assessment decisions (centre assessed marks)

The head of centre/senior leader(s) at Castle Mead Academy 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 will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of work submitted
3. inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment.

4. having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as artwork and recordings, inform the candidate that the originals will be shared under supervised conditions) **within 2 working days**.
5. provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review, they will need to explain what they believe the issue to be.
6. 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 2 working days** of receiving copies of the requested materials completing the internal appeals form which can be requested from the Exams Officer. We will also accept a written request by letter or email.
7. Require candidates to make requests for a review of centre marking by completing an internal appeals form.
8. **Allow 5 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 for the submission of marks.
9. 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.
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
11. inform the candidate in writing of the outcome of the review of the centre's marking.
12. Ensure the outcome of the review of the centre's marking will be made known to the head of centre who, will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. Any irregularity in procedures should be brought to the attention of the awarding body.
13. Ensure a written record of the review will be kept and made available to the awarding body upon request.
14. Ensure the awarding body is informed if the centre does not accept the outcome of a review.
15. inform candidates they will not be allowed access to original assessment material unless supervised.

Appeals against decisions to reject a candidate's work on the grounds of malpractice

- The JCQ Information for candidates' documents (Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to assessments taking place, inform candidates of the things they must and must not do when they are completing their work.
- The centre ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.
- Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication does not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures.

The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, Castle Mead Academy will:

*Follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (**Instructions for conducting non-examination assessments/Instructions for conducting coursework**) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to not accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.*

- an internal appeals form should be completed and submitted calendar/2 working days of the decision being made know to the appellant.

Deadlines and timescales

If a candidate who is the subject of the decision disagrees with the decision:

- a written request, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
- Upon request, copies of materials will be made available to the candidate within- 2 working days.
- The deadline to request a review of marking must be made within 2 working days of the candidate receiving copies of the requested materials.
- The process for completing the review, making any changes to marks, and informing the candidate of the outcome will be completed within 5 working days all before the awarding body's deadline for the submission of marks.

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Internal Appeals form

Please tick box to indicate the nature of your appeal and complete all white boxes* on the form below

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal.
- Appeal against the centre's decision relating to access arrangements or special consideration.
- Appeal against the centre's decision relating to an administrative issue.

*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type		Exam paper title	
Subject			

Please state the grounds for your appeal below:

(If applicable, tick below)

- Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking.
If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

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

Complaints and Appeals Log

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

The outcome of any 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 logged as an appeal, so information can be easily made available to an awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

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 (A guide to the awarding bodies' appeals processes)
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres – Informing candidates of their centre assessed marks <https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

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>

Changes 2024/2025

(Changed) Under **Procedure for appealing internal assessment decisions**: reflected changes to JCQ's *Reviews of marking (centre assessed marks) suggested template for centres*.

(Added) Reference to coursework as detailed in JCQ's *Instructions for conducting coursework* (6) and with reference to *General Regulations for Approved Centres* (5.7) in relation to a written policy regarding the management of non-examination assessments including controlled assessments and coursework.

(Added) New section **Appeals against decisions to reject a candidate's work on the grounds of malpractice**.