



## INTERNAL APPEALS POLICY

Epsom College in Malaysia 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. Epsom College in Malaysia 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. Epsom College in Malaysia 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. Epsom College in Malaysia 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. Epsom College in Malaysia will, having received a request for copies of materials, promptly make them available to the candidate.
4. Epsom College in Malaysia will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Epsom College in Malaysia 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. Epsom College in Malaysia 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. Epsom College in Malaysia will 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. Epsom College in Malaysia will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. Epsom College in Malaysia 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.

(Note: 1) The above template (in italics) is taken from the JCQ publication *Appeals against internally assessed marks –suggested template for centres* (GCSE controlled assessments, GCE coursework, GCE and GCSE non examination assessments). 2) *Applicable for AQA and Edexcel only.* )

#### **a) Appeals procedure against internally assessed marks**

If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

N.B: an appeal may only be made against the assessment process and not against the mark to be submitted to the awarding body.

1. Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the awarding body.
2. Appeals must be made in writing (using the **internal appeals form**)
3. The Head of the centre will appoint a senior member of staff, e.g. The Deputy Head (Academic) to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.
4. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the awarding body's specification and subject-specific associated documents.
5. 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.
6. 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 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 **Epsom College in Malaysia** and is not covered by this procedure.

#### **b) Appeals procedure against centre decisions not to support an enquiry about results**

Following the issue of results awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers). (EAR service 3 is not available to individual candidates). 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.

When the centre does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the **internal appeals form** at least **one week prior** to the internal deadline for submitting an EAR.

### **c) Appeals procedure following the outcome of an enquiry about results**

Where the head of centre remains dissatisfied after receiving the outcome of an EAR, an appeal will be made to the awarding body, following the guidance in the JCQ publications

Post-results services <https://www.jcq.org.uk/exams-office/post-results-services> and *A guide to the awarding bodies' appeals processes* <https://www.jcq.org.uk/exams-office/appeals>

Where the head of centre is satisfied after receiving the outcome of an EAR, but the internal candidate and/or their parent/carer is 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 or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within **10 calendar days** of the notification of the outcome of the enquiry. Subject to the head of centre's decision, this will allow the centre to process the appeal and submit to the awarding body within the required 14 calendar days.

Awarding body fees which may be charged for the appeal must be paid by the appellant on submission of 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.

**The internal appeals procedures for this centre have been produced to demonstrate compliance with the publications below.**

**JCQ *General Regulations for approved centres* (<https://www.jcq.org.uk/exams-office/general-regulations/general-regulations-for-approved-centres-2018-2019>)**

### **Centre assessed work (Controlled assessments, coursework, non-examination assessments and portfolios of evidence)**

*5.7 The centre will:*

*a) notify awarding bodies of a consortium of centres with joint teaching arrangements for GCE and/or GCSE qualifications, so that the candidates for each specification can be treated as a single group for the moderation of centre-assessed work. This is only required if two or more member centres will be entering candidates for work that is centre assessed;*

*b) take reasonable steps to ensure that all associated administrative tasks are completed in an accurate and timely manner. For example, marks are correctly calculated, recorded and submitted by the published date. It is the responsibility of the centre to carefully check the marks it is submitting to an awarding body;*

c) submit centre-assessed marks and to despatch moderation samples, if required by the awarding body, by the published date. It is the responsibility of the centre to ensure that moderators receive the correct samples of work to review;

d) 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;

e) have in place and be available for inspection purposes, a written policy with regard to the management of GCE and GCSE non-examination assessments; (For CCEA GCSE centres this would be a written controlled assessments policy.)

f) use only current assessment materials/tasks to assess candidates' knowledge and skills (in cases where the awarding body provides such material).

Note: The centre must inform candidates of their centre assessed marks. A candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body.  
(JCQ General Regulations for Approved Centres (GR) 5.7)

### **Post-Results Services and Appeals**

5.13 The centre will:

a) have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures must be made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results;

b) ensure that all internal candidates are made aware that all post-results service requests must be made through the centre;

c) ensure that candidates have provided their written consent for clerical checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results;

d) submit requests electronically for clerical checks, reviews of marking, reviews of moderation and access to scripts by the published deadline(s) in accordance with the JCQ publication Post-Results Services;

e) submit requests for appeals in accordance with the JCQ publication A guide to the awarding bodies' appeals processes;

f) ensure outcomes of clerical checks, reviews of marking, reviews of moderation and appeals are made known to candidates;

g) 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 a clerical check, a review of marking, a review of moderation or an appeal;  
(A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

h) submit late subject awards for unitised GCE AS and A-level qualifications by the published deadline.

*Note: Ofqual, the qualifications regulator for England, has informed the awarding bodies that the automatic protection of subject grades, where an awarding body initiates an extended review of marking is not permissible. (See the JCQ publication PostResults Services – Information and guidance to centres). To do otherwise would be a breach of Ofqual’s requirements as their rules do not allow for any automatic protection of candidates’ results, other than presently reviews of moderation.*

*Centres should note that in the event of an awarding body initiating an extended review of marking candidates’ marks and subject grades may be lowered, confirmed or raised.*

*(JCQ General Regulations for Approved Centres (GR) 5.13)*

**Appendix A: Internal appeals form**

This form should be completed in all cases to lodge an appeal.  
Please tick (X) to indicate what the appeal is against:

- internally assessed marks
- the centre decision not to support an enquiry about results
- the outcome of an enquiry about results

<b>Name of appellant</b>		<b>Candidate name if different to appellant</b>	
<b>Awarding body</b>		<b>Exam paper code</b>	
<b>Subject</b>		<b>Exam paper title</b>	
Please state the grounds for your appeal below:			
<p><b>Appeal against internally assessed marks</b></p> <p><b>Appellant declaration</b>  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 assessment process not against the mark to be submitted by the centre for moderation by the awarding body.</p> <p><b>Signature:</b> _____ <b>Date of signature:</b> _____</p>			
<p><b>Appeal against the centre decision not to support an enquiry about results</b></p> <p><b>Appellant declaration</b>  By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.</p> <p><b>Signature:</b> _____ <b>Date of signature:</b> _____</p>			
<p><b>Appeal against the outcome of an enquiry about results</b></p> <p><b>Appellant declaration</b>  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.</p> <p><b>Signature:</b> _____ <b>Date of signature:</b> _____</p>			

**The appellant declaration against the relevant appeal must be signed, dated and returned to the EO, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.**