The Oldham Academy North
INTERNAL APPEALS POLICY

Internal appeals against assessment decisions
If a candidate does not agree with the coursework marks awarded by a teacher and the disagreement cannot be resolved by discussion between the teacher and candidate concerned, then the candidate may appeal to the examinations officer, who will put into action the agreed appeals procedure. This will be the final stage in the normal process of considering and resolving disputes. It is expected that it will be used only on exceptional circumstances.

1. The examinations officer is in overall charge of managing appeals relating to internal assessments.
2. If a student wishes to appeal about his/her internal assessment marks then the following procedures should be followed:
   • the appeal should be made in writing to the examinations officer stating the details of the complaint and the reasons for the appeal;
   • the appeal must be submitted before the end of the first week in May of the year in which the written examinations are taken.
   • departments therefore need to ensure that raw marks are available to candidates in advance of this date.
3. The teacher(s) concerned in marking the assessment which is the subject of the appeal will respond to the appeal in writing to the examinations officer; a copy will be given to the candidate.
4. If the candidate is not happy with the written response they have received, they can request a personal hearing before an appeals panel:
   • the appeals panel will consist of the examinations officer and the following - the Data Manager, a member of pastoral care and an Assistant Headteacher;
   • the request for a personal hearing must be made within two days of receipt of the written reply to the initial appeal;
   • the candidate will be given at least two days notice of the hearing date;
   • a breakdown of the marks awarded will be given to the candidate in advance of the appeal;
   • the candidate may bring a parent/guardian to the hearing;
   • the teacher(s) involved will be present at the hearing;
   • the examinations officer will convey the outcome of an appeal and the reasons for that outcome in writing to the candidate;
   • the school will maintain a written record of all appeals;
   • the school will inform the awarding bodies (examining boards) of any change to an internally assessed mark as a result of an appeal.

Appeals procedure against centre decisions not to support an enquiry about results
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 will be provided by the examination officer. 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.

If a query is raised about a particular examination result, the examinations officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre’s expense.

When The Oldham Academy North 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.
**Appeals procedure following the outcome of an enquiry about results**

Where the head of centre remains dissatisfied after receiving the outcome of an EARs, an appeal will be made to the awarding body, following the guidance in the JCQ publications [Post-results services](http://www.jcq.org.uk/exams-office/post-results-services) and [A guide to the awarding bodies’ appeals processes](http://www.jcq.org.uk/exams-office/appeals).

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.

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 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.
Internal appeals form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

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

<table>
<thead>
<tr>
<th>Name of Student</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awarding Body</td>
<td>Exam paper code</td>
</tr>
<tr>
<td>Subject</td>
<td>Exam paper title</td>
</tr>
</tbody>
</table>

Please state the grounds for your appeal below:

Appeal against an internally assessed marks

Declaration

I confirm 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

Declaration

I confirm 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

Declaration

I confirm 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: ________________

This declaration against the relevant appeal must be signed, dated and returned to the Examinations Officer on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.
The internal appeals procedures for The Oldham Academy North have been produced to demonstrate compliance with the following:


Controlled Assessments, Coursework, and Portfolios of Evidence

5.8 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 the school/college website or alternatively, the document may be made available to candidates upon request.)

**Post-Results Services and Appeals**

5.14 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 the school/college website or alternatively the document may be made available to candidates upon request.)


6.4 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.

**7. 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.


12. 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.


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

iii. 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.

9.14 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: