



KING WILLIAM'S COLLEGE

Internal Appeals Procedure

Last Reviewed: 10/25

Next Review: 09/26

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This procedure is reviewed annually to ensure compliance with current regulations

KING WILLIAM'S COLLEGE

INTERNAL APPEALS PROCEDURE

Purpose of the procedure

This procedure confirms King William's College compliance with JCQ's **General Regulations for Approved Centres** (sections 5.3z, 5.8) that the centre will:

- have in place and available for inspection an internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration. **This procedure must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre,**
- draw to the attention of candidates and their parents/carers its written internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Appeals against decisions to reject a candidate's work on the grounds of malpractice
- Centre decisions not to support an application for 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
- Results of BCS ICDL exams

1. Appeals relating to internal assessment decisions (centre assessed marks)

N.B. For any queries relating to Internal Assessment in the IB Diploma, please consult the IB General Regulations document or contact the IB Coordinator

Certain IGCSE, GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by King William's College and internally 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.

This procedure confirms King William's College compliance with JCQ's **General Regulations for Approved Centres** (section 5.7) that the centre will:

- 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

King William's College 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.

King William's College ensures that all centre staff follow a robust *Non-examination Assessment Policy* (for the

management of IGCSE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments for GCSE and IGCSE qualifications, and any other JCQ Entry Level, Level 1 or Level 2 qualifications, 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. King William's College is 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 the marking, then the candidate may make use of the appeals procedure below to consider whether to request a review of the centre's marking

King William's College will:

- a) 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
- b) 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
- c) inform candidates that they may request copies of materials (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
- d) having received a request for copies of materials, promptly make them available to the candidate within five working days. This will either be the originals viewed under supervised conditions, or copies
- e) inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised
- f) provide candidates with sufficient time, normally at least five working days, to allow them to review copies of materials and reach a decision
- g) 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 5 working days of receiving copies of the requested materials by completing the internal appeals form (see Appendix) and returning it to the Exams Officer. Candidates must explain on what grounds they wish to request a review
- h) 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
- i) 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

- j) instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
- k) inform the candidate in writing of the outcome of the review of the centre's marking

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. A written record of the review will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review.

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's marking is in line with national standards. The mark submitted to the awarding body is subject to change and should, therefore, be considered provisional.

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

The JCQ Information for candidates documents (Non-examination assessments, Social media) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

The JCQ Information for candidates - AI (Artificial Intelligence and assessments) is issued to candidates prior to assessments taking place (and prior to a candidate signing the declaration of authentication which relates to their work).

King William's College ensures that staff delivering/assessing internal assessments and/or non-examination assessments are aware of centre procedures relating to the authentication of learner work and have robust processes in place for identifying and reporting plagiarism (including AI misuse) and other potential candidate malpractice.

Candidate malpractice offences relating to the content of work (i.e. inappropriate/offensive content, copying/collusion, plagiarism (including AI misuse) and/or false declaration of authentication) which are discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication do not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment where the offence does not relate to the content of candidates' work (e.g. possession of unauthorised materials, breach of assessment conditions) or where a candidate has signed the declaration of authentication, must be reported to the awarding body.

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, King William's College will:

- Follow the authentication procedures and/or malpractice instructions in the relevant JCQ documents (including *Instructions for conducting non-examination assessments*) 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 in writing.

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

- The candidate should complete and submit an internal appeals form (see Appendix) within five working days of the decision being made known to them. They should set out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
- The appellant will be informed of the outcome of the appeal within five working days of the appeal being received and logged by the centre.

3. Appeals relating to centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms King William's College's compliance with JCQ's General Regulations for Approved Centres (section 5.13) that the centre will 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 application for a clerical re-check, a review of marking, a review of moderation or an appeal.

It is a requirement of JCQ that Centres have a written policy for internal appeals, in order to manage disputes in the event of a candidate disagreeing with a Centre decision not to support an enquiry about results. In King William's College the policy is that, whilst the Exams Officer, Deputy Head, Subject Leads and teaching staff may take an advisory role, ultimately the decision to request one of the candidate-level post results services rests with the candidate. If a candidate wishes to request an access to scripts, clerical recheck or a review of marking, the Exams Officer will submit the request. The final decision to do so always rests with the candidate.

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. Candidates are also made aware of the arrangements for post-results services prior to the issue of results.

Candidates are also informed of the periods during which senior members of centre staff will be available/ immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware during the candidate briefing and information is available on Firefly.

Post-Results Services-

If the centre or a candidate has a concern and believes a result may not be accurate, post-results services may be considered. Details of these and how to apply are given on the Exams page on Firefly

<https://kwc.fireflycloud.net/exams/gcse-and-igcse/post--results-services>

The post-results services available are:

Reviews of Results (RoRs):

- Service 1 (Clerical re-check) -This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)

- Service 3 (Review of moderation) - This service is not available to an individual candidate

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Review of Moderation

Where a candidate disagrees with a centre decision not to support a review of moderation, the centre will inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample.

If the Head of Faculty takes the decision to ask for a Re-moderation of Coursework and then students will be advised in writing, so they have time to comment prior to the re-moderation being requested.

Following the RoR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications **Post-Results Services** and **JCQ Appeals Booklet** (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the RoR outcome, but the candidate believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the **JCQ Appeals Booklet**. Candidates or parents/carers are not permitted to make direct representations to an awarding body. The **internal appeals form (see Appendix)** should be completed and submitted to the centre within five working days of the notification of the outcome of the RoR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of the awarding body issuing the outcome of the review of results process.

Awarding body fees which may be charged for the preliminary appeal will be charged to the student's fee account. 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.

4. Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms King William's College's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z) that the centre will have in place for inspection, an internal appeals procedure which must cover at least appeals regarding centre decisions relating to access arrangements and special consideration. This procedure must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre.

King William's College will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ documents **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and reasonable adjustments

In accordance with the regulations, King William's College recognises its duty to explore and provide access to suitable courses, to submit applications for reasonable adjustments through the access arrangements process and make reasonable adjustments to the services the centre provides to disabled candidates

King William's College complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

Special consideration

Where King William's College has appropriate evidence authorised by a member of the senior leadership team to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include King William's College's decision not to apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no or insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where King William's College makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted.
- An **internal appeals form** should be completed and submitted within 10 working days of the decision being made known to the appellant.

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication or other relevant publication (such as the Cambridge Handbook) to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 10 working days of the appeal being received and logged by the centre.

If the appeal is upheld, King William's College will proceed to implement the necessary arrangements AND submit the necessary application.

5. Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause King William's College to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where King William's College may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 5 working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 10 working days of the appeal being received and logged by the centre

6. Appeals regarding results of BCS ICDL exams

Appeals must be made within 20 days of a test direct to BCS. Candidates will be advised how to appeal by the Exams Officer and this information will be available on Firefly.

Appeals must be raised by the candidate, with the Exams Officer being informed for information purposes.

King William's College 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 a decision to reject candidate's work on the grounds of malpractice
- ☐ Appeal against the centre's decision not to support a review of moderation or an appeal following a review of marking
- ☐ 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 Subject		Exam paper title	

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.

Centre Use Only	Date Received:	Reference No.
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Further guidance to inform and implement appeals

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>