




## **Exams Internal Assessment and External appeals**

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## 1. INTRODUCTION

As part of their courses it is possible that candidates will have some of their complete course grade assessed through a coursework or non-examination assessment (NEA) mark and not just external examinations. These units of work may be assessed in two ways:

**INTERNALLY** - by the subject teacher and department (centre assessed work). Even after the subject teacher has marked the work internally, the work will be sent to an external exam board moderator who will check the quality of the department's marking procedures. At this point the exam board can still override the departmental marking and adjust marks up or down.

OR

**EXTERNALLY** - by an awarding body appointed examiner. In this case the subject teacher will play no part in assessing the work.

It is important to understand the marking criteria and procedures used for each NEA should it be decided to appeal against the way in which work has been assessed.

## 2. APPEALS AGAINST INTERNAL ASSESSMENT DECISIONS (CENTRE ASSESSED MARKS)

Pilton Community 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.

Pilton Community College ensures that all centre staff follow a robust Non-Examination Assessment Policy which details all procedures relating to NEAs for GCSEs and other relevant 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. Pilton Community College 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.

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 his/her work, or that the assessor has not properly applied the marking standards to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

Pilton Community College 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 their work in meeting the published assessment criteria
3. inform candidates that they may request copies of materials (for example, as a minimum, a copy of their marked assessment material 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 these will be shared under supervised conditions)
5. inform candidates they will not be allowed access to original assessment material unless supervised
6. 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 to explain what they believe the issue to be
7. 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 for reviews of marking must be made in writing
8. 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 for the submission of marks
9. 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 for the component 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

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 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.

The following appeals procedure relating to appeals against internal assessment decisions is available to candidates with the support of their parent/guardian when all other mechanisms within the centre (for example, discussion between candidates/carers and the Head of the Centre) have failed to resolve the matter. It will be the final stage in the normal process of considering and resolving disputes. It is expected that it will be used only in exceptional circumstances.

## **2.1 INTERNAL POLICY FOR MODERATION OF CENTRE ASSESSED WORK**

Subject teachers will provide students with details of all internally set dates on which NEAs are to be taken or completed. Students should be aware that failure to attend or complete an NEA by the deadline will result in no marks being awarded. Whenever possible, any student missing an assessment due to illness etc. should see the subject teacher as soon as possible to arrange an alternative time to complete the work. Note it may not always be possible to arrange this for those NEAs which are set with a high degree of control.

Subject teachers will ensure that all NEAs which are marked by centre staff are subject to internal moderation. Subject teachers must have agreed the marking procedures with colleagues and discussed all marked work to ensure consistent marking standards have been applied to all students taking the assessment regardless of which member of staff marks the work. This may involve a sample of each teacher's work being remarked by a colleague.

Once marking has been completed the awarding body will ask the centre to send all or a sample of the marked work for further moderation. In this way a student's work may be assessed three times to ensure all marking is accurate, fair and consistent.

Marks will be issued to students once internal moderation has taken place. This is the first possible time when a student can make a formal appeal against the method of marking of their work. An appeal can only be made at this time on the basis that when marks are released, the student is aware that they remain subject to external moderation and therefore, may be raised or lowered as a result of the appeal.

## **2.2 WRITTEN APPEALS PROCEDURE**

Appeals may be made to the College regarding the procedures used in internal assessment but not the actual marks or grades submitted by the College for moderation by an Awarding Body.

Appeals may also be made to the College regarding any decision to reject a candidate's coursework/NEA on the grounds of malpractice.

A student wishing to appeal against the procedures used in internal assessment should contact the member of Leadership responsible for Examinations/ Examinations Officer as soon as possible to discuss the appeal, and a written appeal must be received by 30th April for examinations in the summer series. This deadline may be extended in exceptional circumstances in situations where the coursework/NEA marking and moderation schedule extends beyond this time.

On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Deputy Headteacher. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirements of the awarding body.

The appellant will be informed in writing of the outcome of the appeal including details of any relevant communication with the awarding body and of any steps taken to further protect the interests of the candidates.

If the appellant is still not satisfied with the response they have received they will be given the opportunity to have a personal hearing where they will be allowed to be accompanied by a parent/carer. The hearing will be heard by a panel consisting of a member of the Leadership team and one other independent person.

Awarding bodies will be informed of any change to an internal assessment mark as the result of an appeal.

## **3. APPEALS AGAINST EXTERNAL ASSESSMENT DECISIONS (POST RESULTS SERVICE)**

Final marks will be made known on results day. If a student is concerned about their mark at this point, the concern will be treated as a post results enquiry. Full details of post results services offered, internal deadlines for requesting a service and fees charged will be provided by the school before results day or can be obtained from the Exams Officer.

### **3.1 APPEALS PROCESS RELATING TO ENQUIRIES ABOUT RESULTS**

After the release of examination results, a candidate has the right to apply to the awarding body, through the centre, for a review of their result if they consider the grade to be too low. This can take the form of a clerical check or a review of marking of the externally assessed component. This review is termed Reviews of Marking and Moderation (ROMM) and is applied for by the centre on behalf of the candidate.

Any student who is dissatisfied with a mark awarded from an awarding body should follow the following procedure upon the issue of results:

- Contact the Examinations Officer as soon as possible but within 2 weeks of the issue of results to discuss the mark and raise concerns. The Examinations Officer will advise on the options available to query the mark and the potential costs involved.
- Candidates should be aware that ROMMs may result in marks being raised, confirmed or lowered. Any candidate who applies for a ROMM must complete a consent form to confirm that they understand the possible consequences of an enquiry.
- The Head of Department/Subject will then be contacted by the Examinations Officer. The HOD will review the student's marks and discuss with them the best way forward, taking into account the breakdown of marks, grade boundaries and the students predicted grades.
- If the Head of Subject and Deputy Headteacher (Examinations) agree to support the enquiry, Pilton Community College will apply for a review. The circumstances of such a review would be (a) where the result achieved by the candidate is considerably below that predicted by the department and there is no obvious reason for this; (b) the result achieved by the candidate is within a very few marks of a higher grade and it is the opinion of the class teacher that the student has the ability to achieve the higher grade. As mentioned above, a consent form will need to be completed by the student.
- A student may appeal against the decision not to support a ROMM. Appeals should be made in writing to the Deputy Headteacher responsible for Examinations no later than one working week before the post results enquiries deadline. The appeal should state the details of the complaint and the reasons for the appeal. The appeal should be signed and dated and include a daytime contact telephone number for the student. This information will be reviewed by the Deputy Headteacher (Examinations) and the outcome of the appeal will be communicated by telephone where possible or by post within 48 hours of receipt. This decision is final.
- If the College does not support the enquiry, the student still has the right to proceed; however, all costs involved will be required to be paid by the student at the time the enquiry is made. No enquiry will be made until the appropriate fees are paid. Requests for ROMMs should be made to the Examinations Officer at least 10 days before the published deadline for post results services. If the enquiry is successful, all fees will be refunded to the student.

The outcome of all ROMMs will be made in writing by the Exams Officer to the student within 3 working days of receipt from the appropriate Awarding Body.

## APPENDIX 1 POLICY HISTORY

Policy Date	Summary of change	Contact	Version/ Implementation Date	Review Date
Autumn 2020	Policy review	Mr D Heaton	V 1.0	November 2021
November 2021	Policy review	Mr D Heaton	V 2.0	Nov 22