

Blessed George Napier RC
School

Exams & Internal
Appeals policy
2018/19

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	October 2019

Purpose of Policy

- To ensure that all aspects of the examination process are documented, supporting the exams contingency plan, and other exams related policies, procedures and plans are in signposted to.
- To ensure that the planning and management of examinations allows candidate to maximise their potential in external and internal assessments.
- To ensure the operation of an efficient examination system with clear guidelines for all relevant staff.
- To ensure well-run, calm, orderly examination procedures, which are clearly explained and administered and are conducted in accordance with the JCQ and awarding body regulations instructions and guidance.
- To ensure the security of Blessed George Napier RC School as an examination centre.
- To ensure that centre staff & exam candidates understand the exams process and what is expected of them.

This policy will be reviewed annually and be circulated to staff electronically and can be accessed via the 'staff share' area and to a wider audience via the school website.

Examination Responsibilities

Head of Centre

"The head of centre is the individual who is accountable to the awarding bodies for ensuring that the centre is compliant with the published JCQ regulations and awarding body requirements in order to ensure the security and integrity of the examinations/assessments at all times.

The examinations officer is the person appointed by the head of centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.

The head of centre may not appoint themselves as the examinations officer. A head of centre and an examinations officer are two distinctive and separate roles." [GR 2]

- Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [General regulations for approved centres \(GR\)](#)
 - [Instructions for conducting examinations \(ICE\)](#)
 - [Access Arrangements and Reasonable Adjustments \(AA\)](#)
 - [Suspected Malpractice in Examinations and Assessments \(SMEA\)](#)
 - [Instructions for conducting non-examination assessments \(NEA\)](#)
- Takes responsibility for responding to the National Centre Number Register annual update by the end of October each year confirming they are both aware of and adhering to the latest version of the JCQ regulations and signs and returns the head of centre's declaration which is kept on file for inspection purposes. This can be found in the Exams information file located in the exams office.
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements in the centre
- Ensure the exams officer (EO) receives appropriate support from relevant centre staff and enables the EO to attend appropriate training and other events in order to facilitate the effective delivery of exams and assessments within the centre.
- Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)

- Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved
- Ensures a written process is in place to not only check the qualification(s) of their assessor(s) but that the assessment process is administered correctly
- To ensure all examination and external assessment processes are conducted in accordance with JCQ regulations. Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions including
 - the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials.
 - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
 - that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
 - Ensures that prior to exams commencing, revision or coaching sessions for candidates will not be held in the designated exam room(s)
- Provides fully qualified teachers to mark non-examination assessments
- Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking
- Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
- Ensure that the following policies are in place and reviewed annually
 - Contingency Plan
 - Internal Appeals Policy
 - Disability Policy
 - Complaints & Appeals Procedure
 - NEA/Coursework
 - Child Protection/Safeguarding Policy
 - Data Protection Policy
 - Access Arrangements Policy
 - Word Processor Policy
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allows the SL to act immediately in the event of an emergency or staff absence)
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- Takes all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during the course and after examinations have taken place.
- Ensure irregularities are investigated and informs the awarding bodies at the earliest opportunity of all suspicious or actual incidents of malpractice. To allocate a member of SLT, where necessary, to carry out an investigation
- Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of enquiries and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly
- To oversee all results analysis

- Ensures that the relevant awarding bodies are informed of any declaration/conflict of interest where a candidate is being taught, prepared, entered or sitting exams where a relevant member of centre staff has a personal connection to the candidate
- Ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
- Ensures members of centre staff do **not** advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment or JCQ personnel.

Deputy Head

[General regulations for approved centres](#) (GR)
[Instructions for conducting examinations](#) (ICE)
[Access Arrangements and Reasonable Adjustments \(AA\)](#)
[Suspected Malpractice in Examinations and Assessments \(SMEA\)](#)
[Instructions for conducting non-examination assessments \(NEA\)](#) (and the instructions for conducting coursework)

- Understands the contents of the annually updated JCQ publications
- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- To ensure the effective provision of all internal and external assessments
- To ensure that all candidates are provided with the opportunity to undertake all external assessments in an organised, well controlled and supportive environment
- To oversee and co-ordinate the scheduling of controlled assessments
- Ensure the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered
- Ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms
- Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

Examination Officer

- Understands the contents of annually updated JCQ publications including:

[General regulations for approved centres](#)
[Instructions for conducting examinations](#)
[Access Arrangements and Reasonable Adjustments \(AA\)](#)
[Suspected Malpractice in Examinations and Assessments](#)
[Post-results services \(PRS\)](#)
- Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that has been updated
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

- Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- Collates all information gathered into one central point of reference
- Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- Requests estimated or early entry information, where this may be required by awarding bodies, from SL's in a timely manner to ensure awarding body external deadlines for submission can be met
- Supports the head of centre in ensuring that awarding bodies are informed of any declaration/conflict of interest involving candidates and relevant members of centre staff before the published deadline for entries
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials
- Has clear entry procedures in place to minimise the risk of late entries
- Ensures awarding bodies are notified before the associated entries are submitted, where a candidate is being taught and prepared for examinations and assessments by a relative or where a relative of exams office staff is being entered for examinations and assessments
- To have responsibility for the administration of external and internal examinations.
- Identifies relevant key dates and administrative processes that need to be followed in relation to external and internal assessment
- Advise senior leadership team, subject leaders and class teachers and other relevant support staff on entry procedures and deadlines
- Maintain accurate systems and processes relating to the examination procedures
- Provides candidates with statements of entry for checking
- To produce and distribute timetables for examination sessions and inform candidates of any contingency day awarding bodies may identify.
- To ensure candidates and parent/guardians are well informed regarding all aspects of the examination process by the production of an examinations information booklet containing all required JCQ information for candidates.
- Make candidates aware of the JCQ 'Information for candidates – Privacy Notice' at the start of a vocational qualification or when entries are being processed for a general qualification
- Consult with teaching staff to ensure that coursework is submitted on time and in accordance with JCQ regulations
- Receive, check and securely store all examination papers
- Have a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be placed in the secure storage facility
- Ensures the secure storage facility contains only current and live confidential material (including live confidential exam stationery provided by the awarding body for the use of candidates in their assessment)
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks day, date, time, subject, unit/component and tier of entry if appropriate, immediately before a question paper packet is opened
- Check and dispatch promptly all completed scripts
- Provides an exam room incident log in all exam rooms for recording any incidents or irregularities
- Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place

- To apply for and maintain records relating to applications for access arrangements alongside the SENCO including identifying those with access arrangements on exam seating plans
- Make applications for special consideration
- Identify and manage examination clashes according to the regulations
- Account for income and outgoings relating to all examination costs/charges
- Charge any late or other penalty fees to departmental budgets
- Recruit, train and manage a team of external invigilators to include an annual update and keeps a record of the training provided to invigilators for the required period
- Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues
- Ensures invigilators are briefed on the access arrangement candidates in their exam room (and that these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- Provides an invigilation handbook and update annually. Brief invigilators accordingly
- Submit candidates' NEA/coursework and marks correctly and on schedule. Store returned NEA/coursework in accordance with regulations
- Arrange for the prompt distribution of examination results for external and internal assessments and deal with any requests for appeals, re-marks and access to scripts requests
- Organise the distribution of certificates to candidates

Subject Leaders

- Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - [General regulations for approved centres](#)
 - [Instructions for conducting examinations](#)
 - [Access Arrangements and Reasonable Adjustments](#)
 - [Suspected Malpractice in Examinations and Assessments](#)
 - [Instructions for conducting non-examination assessments](#)
- Liaise with Examination Officer and inform them of any new qualification being considered or offered
- Ensures teaching staff delivering legacy GCSE qualifications follow JCQ [Instructions for conducting controlled assessments](#) and the specification provided by the awarding body
- For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body
- Ensures teaching staff keep themselves updated with awarding body teacher-specific information to confirm effective delivery of qualifications
- Ensures teaching staff attend relevant awarding body training and update events
- Ensure that they and their department are familiar with the relevant assessment framework and objectives for all relevant examination
- Ensure that all relevant candidates are best prepared for external assessments through:
 - Long and medium term planning
 - Regular monitoring and formative assessment
 - Practice and intervention strategies
- Support and guide candidates in all aspects of the examination process
- Ensure that all NEA/coursework/controlled assessment procedures are administered in a timely and efficient manner by completing entries and other mark sheets adhering to deadlines set by EO

- Ensures teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body
- Provides information requested by the EO to the internal deadline
- Informs the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, which includes
 - changes to candidate personal details
 - amendments to existing entries
 - withdrawals of existing entries
- Checks final entry submission information provided by the EO and confirms information is correct
- Minimises the risk of late entries by
 - following procedures identified by the EO in relation to making final entries on time
 - meeting internal deadlines identified by the EO for making final entries
- Ensure teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline
- Ensure teaching staff authenticate candidates' work to the awarding body requirements
- Ensure teaching staff provide required samples of work for moderation to the EO to the internal deadline
- Ensure teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by JCQ and awarding bodies
- Ensure work is returned to candidates or disposed of according to the requirements
- To be available at the start of each exam to assist in the identification of candidates and any exam entry issues
- Produce and analyse results data
- Notify SENCO of candidates who may require access arrangements
- Ensure teachers follow appropriate regulations and instructions for non-JCQ qualifications

Teachers

- Are familiar with the content of the relevant annually updated JCQ publications surrounding internally assessed work

[*Instructions for conducting non-examination assessments*](#)

[*Instructions for conducting coursework*](#)

[*Instructions for conducting controlled assessments*](#)

- Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo
- Keep updated with awarding body teacher-specific information to confirm effective delivery of qualifications
- Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place
- Attend relevant awarding body training and update events
- Submit candidate names for entries, amendments, forecast grades, coursework and controlled assessments to Subject Leaders
- Maintain accurate records of candidates progress
- Support the SENCo in identifying and implementing appropriate access arrangements in external and internal assessments
- Ensure appropriate instructions for conducting internal assessment are followed

- Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed
- Ensure candidates check statements of entry and return any relevant confirmation required to the EO
- Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies
- Adhere to the recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- Provide exam papers and materials to the EO promptly for internal exams

SENCos

- Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications including: [Access Arrangements and Reasonable Adjustments](#)
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
- Works with the person appointed qualified access arrangements assessor, on all matters relating to assessing candidates and ensure the correct procedures are followed.
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the training provided to facilitators for the required period
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- Arrange the testing and identification of candidate requirements for access arrangements and maintain accurate records of test results and proof of normal way of working
- Inform teaching staff of details of candidate and their access arrangement
- Notify the Examination Officer of relevant details
- Arrange support for those candidates entitled to access arrangements in examination and liaise with Examination Officer to ensure appropriate provision
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s)
- Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments and keeps a record of the training provided for the required period.
- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments

Invigilators

- Is familiar with the contents of the annually updated: [Instructions for conducting examinations](#)

- Attend annual training, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- Administer examinations in accordance with JCQ regulations
- Complete attendance register and seating plan during examination
- Administer access arrangements during examination
- Collect, check and return examination scripts to examination officer in candidate number order
- Record any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation)
- Seat candidates in exam rooms as instructed by the EO
- Are informed of the policy/process for dealing with late/absent candidates through training
- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

Reception staff

- Support the EO in dealing with exam-related deliveries and dispatches with due regard to the security of confidential materials

Site staff

- Support the EO in relevant matters relating to exam room and resources
- Liaise with the EO to ensure exam rooms are set up according to JCQ and awarding body requirements
- Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- Ensure fire alarm testing does not take place during exam sessions
- Ensure the centre is open and accessible to centre staff and candidates, as required

Candidates

- Confirm accuracy of entries and personal details
- Understand NEA/coursework and controlled assessment regulations and sign declaration to authenticate the work as their own
- Read, understand and comply with regulations as instructed by teaching staff, Examination Officer and invigilators
- Are required to remain in the exam room for the full duration of the exam
- Are re-charged relevant entry fees for unauthorised absence from exams
- Provide appropriate evidence to support special consideration requests, where required

The Disability Discrimination Act (DDA)

- All examination and centre staff must ensure the access arrangements and special consideration regulations and guidance are consistent with the law

Entries, Entry details, Late Entries and Re-takes

- Subject Leaders and teachers will select candidates for examination entries
- School will pay all normal examination fees on behalf of candidates
- Late entry or amendment fees are paid by the school, subject departments or candidate/parent/guardian depending on who is responsible for the late action
- Candidates will be required to pay re-sit fees

- Reimbursement will be sought from candidates who fail to sit an examination, commit malpractice or fail to meet the necessary requirements for NEA/coursework without valid reason
- Past pupils may be permitted to sit examinations at the school as external candidates but they will be expected to cover any additional costs such as invigilation

Examination Seasons and Timetables

- The timing of internal examination is kept under review by Senior Leadership Team
- External examination are at present scheduled for November, January and May/June
- Mock examinations for Years 11 will be held in December and March, Year 13 in January and Year 10 and 12 in June under external examination conditions
- Outline examination dates will be placed on - *staff share - examination information* - following receipt from examination boards. Detailed timetable will be distributed to all staff for each examination session by Examination Officer and placed in *staff share*
- The Examination Officer will issue individual examination timetables to candidates for both internal and external exams
- The school website will be used to provide information to support candidates and parents/guardians

Candidates, Clash Candidates and Special Consideration

- The Examination Officer will issue annually to all examination candidates, information regarding rules on acceptable dress, behaviour and candidates' use of mobile phones and other electronic storage devices. Reminders will be included on the reverse of all timetables, both internal and external exams. Mobile phones and other electronic storage devices such as smart watches must be handed in at the start of all examinations. All other wrist watches must be removed and placed on desk before the start of the exam.
- Candidates' personal belongings remain their own responsibility and the school accepts no liability for their loss or damage
- Candidates may leave the examination room temporarily for a genuine purpose, in which case an invigilator must accompany them
- The Examination Officer/invigilator will inform the Front Office who will attempt to contact any candidate who fails to arrive for an examination
- Should a candidate arrive for an exam, clearly unwell, extremely distressed or having sustained an injury, the candidate will be kept under supervision until appropriate arrangements are put in place for him/her to take the exam in the best possible conditions and where appropriate special consideration will be applied for. Candidates will be required to provide evidence where appropriate
- Should a candidate be unable to attend an examination due to illness, bereavement or other trauma, it is the candidate's responsibility to inform the Examination Officer and provide evidence where necessary, so that an application for special consideration can be submitted to the relevant examination board
- The Examination Officer will be responsible for informing candidates, arranging escort, secure venues and arranging overnight stays (if necessary) for candidates who face an examination clash on their timetable

Managing Invigilators

- External Invigilators will be used for examination supervision during internal and external examination
- The recruitment and training of invigilators is the responsibility of the Examinations Officer
- Securing the necessary DBS clearance is the responsibility of the Human Resources Administrator
- Invigilators are timetabled by the Examinations Officer
- Invigilators' rates of pay are set by the School Business Manager

Examination Days

- The Examinations Officer will book all rooms with the Data and Cover Officer and will make question papers, spare equipment and stationery available to the invigilators
- The Site Manager is responsible for setting up the examination rooms
- An Invigilator will start all examinations in accordance with the JCQ regulations
- Subject staff may be present at the start of the examination to assist with the identification and entry of candidates into the examination room and help with any examination issues
- In practical examinations, subject teachers may be on hand to deal with any technical issues

NEA/Coursework and Appeals Against Internal Assessment

- Candidates will be required to have coursework ready by the subject teachers' set deadline
- Candidates must be informed of their centre assessed marks prior to their submission to the exam board as a candidate may request a review of marking.
- Heads of subject must ensure that all NEA/coursework and controlled assessments are ready for despatch by the deadline set by the Examinations Officer who will keep copies of mark sheets, despatch date and moderators' addresses
- The school is obliged to publish a separate procedure about 'appeals against internal assessment' which is attached to the back of this policy and also available on the Examinations noticeboard outside the Examinations Office

Plagiarism

- All candidates will be issued with the JCQ 'Information for Candidates' which details the regulations that all candidates must adhere to when completing coursework/controlled assessments or non-examined assessments.
- All candidates submitting 'non-examined assessments' will be required to sign a declaration that the work is their own.
- If plagiarism is discovered prior to signing of the declaration, candidates will be expected to re-do work and parental discussion will take place with subject teacher, subject leader and Exams Officer
- Teaching staff will be required to sign a 'declaration of authentication' for all work submitted to the awarding body.
- If plagiarism is discovered after the signing of a declaration of authentication it will be regarded as 'malpractice' and will be reported to the awarding body according to their regulations –

[Suspected Malpractice in Examinations and Assessments](#)

Results, Enquiries About Results (EARs) and Access to Scripts (ATS)

- Candidates will receive results slips on results days in person. Results will not be posted home unless an SAE is provided. Results will only be given to the candidate's elected representative if written authorisation is provided by the candidate. Results will not be emailed to candidates.
- EARs may be requested by school staff or candidates if there are reasonable grounds to suspect there has been an error in marking. The fees will be paid by the student unless the centre upholds the EAR
- The permission of the candidate must be sought for all result enquiries.
- Candidates may request scripts following results issue, for which they will be charged
- Subject staff may also request scripts for teaching purposes, for which the consent of candidates must be sought
- Staff & students must meet internal deadlines to request the services
- Provide informed consent and fees, where relevant

Certificates

- Certificate will be ready for issue in November. For candidates in the Sixth Form these will be distributed at an appropriate time during the school day. Leavers will be informed by letter regarding arrangements for collection
- Stamped addressed envelopes to cover the cost of recorded delivery must be provided by candidates wishing to have their certificates posted to them.
- Certificates will only be issued to a third party on receipt of written authorisation from the candidate. All certificates must be signed for.
- Uncollected certificates will be archived for the foreseeable future.

Appeals against Internal Assessment of Work For External Qualifications Including BTEC's

This procedure confirms Blessed George Napier's compliance with JCQ's *General Regulations for Approved Centres 2018-2019*, section 5.7 that the centre has in place "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" and that 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."

Blessed George Napier Catholic School 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 the 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. Blessed George Napier School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where work is divided between a number of subject teachers, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of the appeals procedure to consider whether to request a review of the centre's marking

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

1. Blessed George Napier School will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking prior to marks being submitted to the awarding body. (for a detailed breakdown see appendix 1)
 - For all GCSE's and A levels by 1st April
 - BTEC marks will be given to candidates 2 weeks before submission.
2. Blessed George Napier School will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment. Candidates must submit a request **in writing** for materials to the **Exams Officer** within 2 days of the receipt of marks.
3. Blessed George Napier School will, having received a request for copies of materials, promptly make them available to the candidate.
4. Blessed George Napier School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.

5. Blessed George Napier School 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 within 5 calendar days of receiving copies of the requested materials by completing the internal appeals form. (see attached, appendix 2)
6. Blessed George Napier School will allow 5 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.
7. Blessed George Napier School 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. Blessed George Napier School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. Blessed George Napier School will 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. 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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

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 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.

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* and *a guide to the awarding bodies' appeals processes*.

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.

Appendix 1

Subject	Awarding Body	Unit Code	Unit Title	Level	Deadline for mark submission to Board	Deadline for Marks to students	Deadline for Students requesting copies of their marked work	Deadline for copies of marked work to student	Deadline for response from student	Deadline for outcome of Appeal
Photography	Edexcel	9PY0/01	Investigation	A	31-May	14-May	15-May	17-May	20-May	24-May
Photography	Edexcel	9PY0/02	Externally set assignment	A	31-May	14-May	15-May	17-May	20-May	24-May
Art & Design	Edexcel	9FA0/01	Investigation	A	31-May	14-May	15-May	17-May	20-May	24-May
Art & Design	Edexcel	9FA0/02	Externally set assignment	A	31-May	14-May	15-May	17-May	20-May	24-May
Biology	AQA	7402/C	Practical Endorsement	A	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
Chemistry	Edexcel	9CH03	Practical Endorsement	A	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
Physics	Edexcel	9PH03	Practical Endorsement	A	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
Drama	Edexcel	1DR0 01	Devising	GCSE	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
English Language	AQA	8700/C	Spoken Language	GCSE	07-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
English Language	AQA	7702/C	NEA	A	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
English Literature	AQA	7717/C	NEA	A	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
Extended Project	Edexcel	P301/2/3/4	Units 1/2/3/4	L3	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
History	OCR	Y100/02	NEA	A	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
Maths	AQA	5930	Portfolio	EL	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
Music	OCR	J536/02	Portfolio	GCSE	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
Music	OCR	J536/03	Practical	GCSE	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
Physical education	Edexcel	1PE0 03	Practical	GCSE	Moderated - 15 days prior to moderator visit	30 days prior to moderation	28 days prior to moderation	26 days prior to moderation	23 days prior to moderation	16 days prior to moderation
Physical education	Edexcel	1PE0 04	PEP	GCSE	15-May	05-Apr	23-Apr	25-Apr	29-Apr	03-May
Physical Education	OCR	H555/04	Performance	A	31-Mar	15-Mar	18-Mar	20-Mar	22-Mar	29-Mar
Product Design	AQA	PROD4	NEA	A	15-May	15-May	05-Apr	23-Apr	25-Apr	29-Apr
Design & Technology	AQA	8552/C	NEA	GCSE	07-May	15-May	05-Apr	23-Apr	25-Apr	29-Apr

Appendix 2

Internal appeals form

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

Please tick to indicate what the appeal is against:

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

Name of appellant		Candidate name <i>if different to appellant</i>	
Awarding body		Exam paper code	
Subject		Exam paper title	
Please state the grounds for your appeal below:			
<i>Continue overleaf if necessary</i>			
Appeal against internally assessed marks Appellant declaration 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. Signature: _____ Date of signature: _____			
Appeal against the centre decision not to support an enquiry about results Appellant declaration By signing here, I am confirming 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

Appellant declaration

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.

Signature:

Date of signature:

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.

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

JCQ General Regulations for approved centres

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.)

JCQ Post-results services

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.**

1. 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.**

However in summer 2016, JCQ issued the following information in their [Notice to Centres – Post-Results Services and Appeals](#)

The JCQ publication Post-Results Services – Information and guidance to centres for examinations taken in June 2016 and November 2016 sets out common arrangements. Although the published information remains valid for the June 2016 examination series, this supplementary document clarifies some key points associated with the reform of post-results services and appeals.

Centres should also refer to awarding bodies' websites for further information as awarding bodies may offer additional post-results services.

JCQ A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

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.

Ofqual GCSE, GCE, Principal Learning and Project Code of Practice

<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

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.

However in summer 2016, JCQ issued the following information in the [Notice to Centres – Post-Results Services and Appeals](#)

Ofqual has announced that the Code of Practice in relation to GCE AS, A-level and GCSE qualifications will be withdrawn in August 2016, being replaced by Qualification Level Conditions. Centres may, however, continue to refer to the Code of Practice for the awarding bodies' provision of post-results services and appeals, June 2016 examination series.

Arrangements for the awarding bodies' provision of post-results services and appeals, November 2016 examination series, may be subject to change. Centres will be notified of any changes in due course.

Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.