



**BRITISH SCHOOL  
OF GENEVA**

# **INTERNAL APPEALS PROCEDURES**

**Implementation Date – October 2022**

**Review Date – September 2023**

**Signed S Thompson (Principal)**

## Key staff involved in the complaints and appeals procedure

<b>Role</b>	<b>Name(s)</b>
Head of centre	<b>Simon Thompson</b>
Exams officer	<b>Dermot Feeney</b>
SLT Members	<b>Simon Thompson, Dermot Feeney, Sabine Hutcheson, Alice Parker, Valerie Hogan</b>
SENDSCO	<b>Laura Dean</b>

## Purpose of the procedure

This procedure confirms the British School of Geneva's compliance with JCQ's General Regulations for Approved Centres 2022-23, section 5.8 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 as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

### 1. Appeals against internal assessment decisions (centre assessed marks)

Certain components of GCSE and GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

#### Deadlines for the submission of marks (Summer 2022 exam series)

Date	Qualification	Details
Date not yet confirmed by JCQ	GCSE	Final date for submission of coursework marks (AQA, OCR, Pearson and WJEC)
Date not yet confirmed by JCQ	GCE	Final date for submission of coursework marks (AQA, OCR, Pearson and WJEC)

The British School of Geneva is committed to ensuring that whenever its staff marks candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

The British School of Geneva ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, including the marking and quality assurance processes which relevant teaching staff are required to follow. There is also a similar policy for controlled assessments.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. The British School of Geneva 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 mark scheme to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

1. The British School of Geneva will ensure that candidates are informed of their centre-assessed marks so that they may request a review of the centres marking before marks are submitted to the awarding body.
2. The British School of Geneva will provide candidates with copies of the relevant specification, mark schemeS and any other associated subject-specific materials upon teaching for the NEA.
3. The British School of Geneva will provide candidates with their marks and allow them to have access to their marked scripts, including copies if requested within a time period where an appeal can be made.
4. Requests for reviews of marking **must** be made in writing within 5 school days of receiving their mark and copy of their NEA using the attached appendix.

5. The British School of Geneva will allow a minimum of 10 school 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.
6. The British School of Geneva 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.
7. The British School of Geneva will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
8. The candidate will be informed in writing of the outcome of the review of the centre's marking.
9. The outcome of the review of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of The British School of Geneva and is not covered by this procedure.

## 2. Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

This procedure confirms The British School of Geneva compliance with JCQ's General Regulations for Approved Centres 2022-23, section 5.14 that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

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 informed of the arrangements for post-results services **before** they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results by the Exams Officer and Senior Leader.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about results (EARs) offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected **after** the publication of results.

If a concern is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry supported by the centre.

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

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the **internal appeals form** at least 7 calendar days prior to the internal deadline for submitting an EAR. The appellant will be informed of the outcome of his/her appeal, before the internal deadline for submitting an EAR.

Following the EAR 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 EAR outcome, but the candidate (or his/her parent/carer) 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** should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the EAR. 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 receiving the outcome of the enquiry about results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). 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.

<b>Internal appeals form</b>		
	Date received	
<b>Please tick box to indicate the nature of your appeal and complete all white boxes on the form below</b>	Reference No.	

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

<b>Name of appellant</b>		<b>Candidate name if different to appellant</b>	
<b>Awarding body</b>		<b>Exam paper code</b>	
<b>Subject</b>		<b>Exam paper title</b>	

**Please state the grounds for your appeal below**

*(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**

## Complaints and appeals log

The Exams Officer will be responsible, on receipt of a complaint or appeal, to register it and issue a reference number consisting of 4 figure number starting from 0001, six figure date and a brief description. The complaint or appeal will be then passed to the Head of Centre.

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

## Further guidance to inform and implement appeals procedures

### JCQ

- ▶ 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 <https://www.jcq.org.uk/exams-office/appeals>
- ▶ Notice to Centres - Reviews of marking (centre assessed marks) <https://www.jcq.org.uk/exams-office/controlled-assessments> <https://www.jcq.org.uk/exams-office/coursework>  
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

### Ofqual

- ▶ GCSE (9 to 1) qualification-level conditions and requirements <https://www.gov.uk/government/publications/gcse-9-to-1-qualificationlevel-conditions>
- ▶ GCSE (A\* to G) qualification-level conditions and requirements <https://www.gov.uk/government/publications/gcse-a-to-g-qualificationlevel-conditions-and-requirements>
- ▶ GCE qualification-level conditions and requirements <https://www.gov.uk/government/publications/gce-qualification-levelconditions-and-requirements>
- ▶ Pre-reform GCE qualification-level conditions and requirements <https://www.gov.uk/government/publications/gce-qualification-levelconditions-for-pre-reform-qualifications>