





Bromley Adult Education College

Appeals Procedure (externally marked or moderated assessments)

2023-24

Contents

Appeals Policy	2
External Moderation.....	2
GCSE - Post Results Services and Appeals	2
Appeals regarding centre decisions relating to access arrangements and special consideration	5
Appeals regarding centre decisions relating to other administrative issues	5
The Appeals Procedure.....	6

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Head of Centre signature (Helen Hart)	
Qualifications Officer signature (Veronica Hughes)	
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Appeals Policy

Bromley Adult Education College works closely with awarding organisations to ensure that all assessments are marked fairly, in accordance with published policies. If a candidate feels that their work has not been assessed fairly they may appeal.

The process seeks to ensure transparency and independence.

External Moderation

Awarding organisations have a duty to ensure that assessments within the college and across different providers are to the same standard. To do this external verifiers/moderators/auditors are appointed by awarding organisations to monitor centres. The external verifier/moderator/auditor allocated to Bromley Adult Education College may wish to sample candidates' portfolios or units and/or discuss the evidence to check on the assessment and internal moderation procedures.

Once these procedures have been carried out and the work is verified as being of the required standard, certificates will be awarded. This may be a Unit certificate or a full Award, Certificate or Diploma in the subject for which the candidate is registered.

These procedures are reviewed and updated annually to ensure that Bromley Adult Education College deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in accordance with current requirements and regulations.

Reference in these procedures to GR and PRS refer to the JCQ publications **General Regulations for Approved Centres** and **Post-Results Services**.

GCSE - Post Results Services and Appeals

Introduction

Following the issue of results, awarding bodies make post-results services available. The JCQ post-results services currently available are detailed below.

Access to scripts (ATS):

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

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)
- Priority Service 2 (Review of marking) - This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation) - This service is not available to an individual candidate

Appeals:

- The appeals process is available after receiving the outcome of a review of results. Details of the process is outlined in BAEC Internal Appeals Procedure and Policy.

Purpose of the procedures

The purpose of these procedures is to confirm how Bromley Adult Education College deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in compliance with JCQ regulations (GR 5.13).

Details of these procedures are made widely available and accessible to all candidates by email, and shared on the college website.

The arrangements for post-results services

- Candidates must be made aware of the arrangements for post-results services prior to the issue of results (GR 5.13)
- A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample (PRS 4.3)
- The appeals process is available after receiving the outcome of a review of results (PRS 5.1)

At Bromley Adult Education College:

- Candidates are 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/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking (GR 5.13, PRS 4.1)

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the qualifications officer.

Dealing with requests

- All post-results service requests from internal candidates must be made through the centre (GR 5.13)
- At Bromley Adult Education College the process to request a service is to contact the qualifications officer or head of centre who will discuss the process with the candidate

Candidate consent

- Candidates must provide their written consent for clerical re-checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results (GR 5.13)

Bromley Adult Education College will:

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a clerical re-check, a review of marking or an access to scripts service is submitted to the awarding body
- Acquire informed candidate consent to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded
- Only collect candidate consent after the publication of results
- Retain consent forms or e-mails from candidates for at least six months following the outcome of a clerical re-check or review of marking or any subsequent appeal (PRS 4.2)
- Retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months (PRS 6.2)

Submitting requests

Bromley Adult Education College will:

- Submit requests electronically for clerical re-checks, reviews of marking, reviews of moderation and access to scripts by the published deadline(s) in accordance with the JCQ publication **Post-results services** (GR 5.13)

- Submit requests for appeals in accordance with the JCQ publication **A guide to the awarding bodies' appeals processes** (GR 5.13)
- Submit requests for post-results services/appeals with other Awarding Bodies as per their regulations
- Confirm the awarding body's acknowledgement of receipt of a review of results request prior to the deadline for submission of post-results services and regularly check the progress of the request online (PRS 4.5)

Dealing with outcomes

Bromley Adult Education College will:

- Ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates as soon as possible (GR 5.13)
- Candidates will be notified by email

Managing disputes

At Bromley Adult Education College any dispute/disagreement will be managed by the Head of Centre, following the *Internal Appeals Procedure and Policy*

Appeals relating to other awarding body externally marked assessments/work

Any appeals relating to externally marked assessments/work not covered by the above, should contact the qualifications officer.

Appeals relating to internal assessment decisions (centre assessed marks)

Any appeals relating to internal assessment decisions e.g. portfolios, internally assessed work, should be referred to BAEC's Internal Appeals Procedure

Appeals regarding centre decisions relating to access arrangements and special consideration

Any appeals regarding centre decisions relating to access arrangements and special consideration should be referred to BAEC's Internal Appeals Procedure

Appeals regarding centre decisions relating to other administrative issues

Any appeals regarding centre decisions relating to other administrative issues should be referred to BAEC's Internal Appeals Procedure

The Appeals Procedure

1. Appeals should be made as soon as possible after the result of the assessment has been issued. Appeals will not be accepted more than 14 days after the issue of result of the assessment.
2. Appeals should be made in writing, or by email, stating details of the complaint and the reasons for the appeal, to the qualifications' officer, who will investigate the appeal with the Head of Centre. If a candidate cannot make a written, or email appeal for any reason, they should speak, in the first instance to the qualifications officer.
3. The purpose of the appeal is to decide whether the assessment conformed to awarding organisation requirements and the [JCQ code of practice](#).
4. The qualifications officer, Head of Centre and relevant course tutor will discuss whether the candidate has a valid case for appeal. Where appropriate photocopies of original scripts will be requested from the awarding organisation and reviewed, alongside the candidate's previous work and any other material available. The candidate will be informed, in writing, of the outcome of this initial review.
5. If the College agrees with the learner and proceeds to formal appeal the relevant awarding body will be contacted and their appeal process will start.
6. If the college does not agree to a formal appeal the reasons will be explained, in writing, to the candidate.
7. If the candidate is not satisfied with the outcome of the appeal they may follow the procedures outlined in BAEC's Internal Appeals Procedure.
8. The College will keep written records of any appeals. This will include the outcome of the appeal and the reason for the outcome. A copy will be sent to the candidates within 14 days of the appeal, or 14 days of the hearing.