

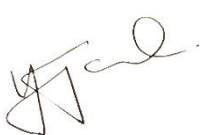



# Bromley Adult Education College

## Internal Appeals Procedure (Reviews of Results and Appeals) 2024-25

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Policy Reviewed on	
Head of Centre signature (Yvonne Tomlin Miller)	
Qualifications Officer signature (Veronica Hughes)	
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This procedure is reviewed and updated annually to ensure that appeals against any decision at Bromley Adult Education College not to support an application for a clerical re-check, a review of marking, a review of moderation, or an appeal are managed in accordance with current requirements and regulations. Reference in this procedure to GR refers to the JCQ document **General Regulations for Approved Centres**.

### Introduction

Following the issue of results, awarding bodies make post-results services available.

GCSE candidates will have already been made aware of the post-results services available, via the 'Results and Post Results Services June 25' document which will have been emailed to candidates and available on the BAEC website.

The JCQ post-results services currently available are detailed below.

#### 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

#### Access to scripts (ATS):

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

### Purpose of the procedures

The purpose of this procedure is to confirm the arrangements at Bromley Adult Education College for dealing with candidate appeals relating to any centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation, or an appeal.

This procedure ensures compliance with JCQ regulations (GR 5.13) which state that centres must have available for inspection and draw to the attention of candidates, 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.

## **Post-results services**

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 which members of staff to talk to 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/informed by

- The tutor at the beginning of the course of Results and Post Results Services that will be available
- After exams have been taken, the candidates are emailed the 'Results and Post Results Services June 2025' document, and signposted to the document which is also available on the BAEC website
- The 'Results and Post Results Services June 2025' document contains details of the services available and the fees charged (where applicable)
- 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.

## **Centre actions in response to a concern about a result**

Where a concern is expressed that a particular results may not be accurate, Bromley Adult Education will:

- Look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information, etc., when made available by the awarding body, to determine if the concern may be justified

For written components that contributed to the final grade, Bromley Adult Education College will:

- Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking (where the qualification concerned is eligible for this service)

In all other instances:

Bromley Adult Education College will consider accessing the script by:

- requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline OR
- (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
- Collect written consent/permission from the candidate to access their script
- On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
- Support a request for the appropriate Review of Results service (clerical re-check or review of marking) if any error identified
- Collect written consent/permission from the candidate to request the Review of Results service before the request is submitted
- Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body

If moderated components contributed to the final grade Bromley Adult Education College will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult any moderator report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a Review of Results service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a review of moderation for all candidates in the original sample

## **Candidate consent**

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a Review of Results service 1 or 2 (including priority service 2) 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
- Retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months

## **Centre actions in the event of a disagreement (dispute)**

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, Bromley Adult Education College will:

- For a review of marking (Review of Results priority service 2), advise the candidate a review may be requested by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre
- For a review of marking (Review of Results service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking by providing written permission (and any required administration fee) for the centre to access the script from the awarding body
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (Review of Results service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee) for the centre to request the service from the awarding body
- Inform the candidate that a review of moderation (Review of Results service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

If a candidate believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by completing an internal appeals form, at least 14 calendar days prior to the internal deadline for submitting a request for a review of results.

At Bromley Adult Education College any dispute/disagreement will be managed by the Head of Centre.

The appellant will be informed of the outcome of the appeal by the Head of Centre, before the internal deadline for requesting a Review of Results.

## **Appeals**

Following a Review of Results 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 Review of Results outcome, but the candidate believes there are grounds for a preliminary appeal to the awarding body, an internal appeal may be made directly to the centre. Candidates are not permitted to make direct representations to an awarding body. 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**.

To submit an internal appeal:

- An internal appeals form should be completed and submitted to the centre within the time specified by the centre from the notification of the outcome of the review of the result
- Subject to the Head of Centre's decision, the preliminary appeal will be processed and submitted 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 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