Internal Appeals Procedure (Internal assessment decisions)

Mary Ward Centre

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Centre name	Mary Ward Centre
Centre number	11100
Date procedure first created	03/01/2025
Current procedure approved by	Florian Crawford
Current procedure reviewed by	Florian Crawford
Date of review	02/10/2026
Date of next review	01/09/2027

Key staff involved in the procedure

Role	**Name**
Head of centre	Florian Crawford
Senior leader(s)	Sue Craggs
Exams Officer	Ayo Olugbile
Other staff (if applicable)	Ronan Conway (Quality Manager) Pam Murchland (Lead Internal Verifier)

This procedure is reviewed and updated annually to ensure that appeals against internal assessment decisions (centre-assessed marks) at Mary Ward Centre are managed in accordance with current requirements and regulations in the following JCQ documents and reflects centre practice:

- **General Regulations for Approved Centres** (5.3, 5.7, 5.8)
- **Instructions for conducting non-examination assessments** (4.6, 6.1, 9)
- **Instructions for conducting coursework** (6, 7, 13)

This procedure is also informed by the JCQ documents:

- **Review of marking (centre assessed marks) suggested template for centres**
- **Notice to Centres - Informing candidates of their centre assessed marks**
- **Suspected Malpractice: Policies and Procedures** (3.3, 4.5)

Introduction

Certain qualifications contain components/units of non-examination assessment, controlled assessment and/or coursework which are internally assessed (marked) by centres and internally reviewed/standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

The moderation process carried out by the awarding body 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 the centre's 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 qualifications delivered at Mary Ward Centre containing internally assessed components or units are:

- Ascentis: Community Interpreting L1, L2, L3, English and Maths Stepping Stone qualifications, Essential Digital Skills Entry level & L1

  NCFE/Cache: Counselling L3

  CPCAB: Counselling L4

  NCFE: Pre-Foundation Art and Design L2

  UAL: Foundation Art and Design L3

  Units of the Speaking and Listening modules of English Functional Skills and GCSE

Purpose of the procedure

The purpose of this procedure is to confirm the arrangements at Mary Ward Centre for dealing with appeals relating to internal assessment decisions.

This procedure ensures compliance with JCQ regulations which state that centres must:

- have in place for inspection, that must be reviewed and updated annually, a written internal appeals procedure relating to internal assessment decisions (with reference to the JCQ document *A guide to the awarding organisations' appeals processes*) and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates
- before submitting marks to the awarding body, inform candidates of their centre-assessed marks and allow a candidate to request a review of the centre's marking
- draw to the attention of candidates and their parents/carers their written internal appeals procedure which will cover appeals regarding internal assessment decisions, access to post-results services and appeals, and centre decisions relating to access arrangements and special consideration

Principles relating to centre assessed marks

The head of centre/senior leader(s) at Mary Ward Centre will ensure that the following principles are in place in relation to marking the work of candidates:

- A commitment to ensuring that whenever teaching staff mark candidates' work, that this is done fairly, consistently and in accordance with the awarding body's specification and associated subject-specific documents
- All centre staff follow a robust policy regarding the management of non-examination assessments including controlled assessments and coursework which details the procedures relating to relevant qualifications delivered in the centre, 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 skills, and who have been trained in this activity and who do not have any potential conflicts of interest (If AI tools have been used to assist

in the marking of candidates' work, they will not be the sole marker)

- A commitment to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body (Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistent 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 their work, or that the assessor has not properly applied the marking standards to the marking, then the candidate may make use of the appeals procedure below to consider whether to request a review of the centre's marking

Additional centre-specific principles:

N/A

Procedure for appealing internal assessment decisions (centre-assessed marks)

The head of centre/senior leader(s) at Mary Ward Centre will:

- Ensure that candidates are informed of their centre-assessed marks so that they can request a review of the centre's marking before final marks are submitted to the awarding body
- 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 work submitted
- Inform candidates that they may request copies of materials (as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to help them decide whether to request a review of the centre's marking of the assessment
- Having received a request for materials, promptly make them available to the candidate (this will either be the originals, viewed under supervised conditions or copies) within the period of time as specified (see **Deadlines** below)
- Inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised
- Provide candidates with sufficient time to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review they will need to explain what they believe the issue to be
- Provide a clear deadline for candidates to submit a request for a review of the centre's marking and confirm understanding that requests must be made in writing and will not be accepted after this deadline (see **Deadlines** below)
- Require candidates to make requests for a review of centre marking by Emailing the Exams Officer
- 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 (see **Deadlines** below)
- Ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
- Inform the candidate in writing of the outcome of the review of the centre's marking
- Ensure the outcome of the review of the centre's marking is 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
- Ensure a written record of the review is kept and made available to the awarding body upon request
- Ensure the awarding body is informed if the centre does not accept the outcome of a review

Additional centre-specific procedure:

N/A

Appeals against decisions to reject a candidate's work on the grounds of malpractice

The JCQ **Information for candidates**' documents (AI (Artificial Intelligence and assessments), coursework, non-examination assessments and social media) which are distributed to all candidates prior to relevant assessments taking place (and prior to a candidate signing the declaration of authentication which relates to their work), inform candidates of the things they must and must not do when they are completing their work.

The centre ensures that staff delivering/assessing coursework, internal assessments and/or non-examination assessments are aware of centre procedures relating to the authentication of learner work and have robust processes in place for identifying and reporting plagiarism (including AI misuse) and other potential candidate malpractice.

Candidate malpractice offences relating to the content of work (i.e. inappropriate/offensive content, copying/collusion, plagiarism (including AI misuse) and/or false declaration of authentication) which are discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication do not need to be reported to the awarding body. Instead they must be dealt with in accordance with the centre's internal procedures.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, Mary Ward Centre will:

If a candidate who is the subject of the decision disagrees with the decision:

- The candidate must complete an Appeals form (available from the Exams Officer or Head of Centre) within 7 days of the decision
- The content of the Appeals' form will be reviewed, the marking will be checked by appropriately qualified staff who have the subject competence and have had no previous involvement wit, or personal interest in, the candidate or the outcome of the review

The appellant will be informed of the outcome of the appeal:

- • The outcome of the appeal/review of marking will be made known to the head of centre who will have the final decision as to whether there is any disagreement on the mark to be submitted to the awarding organisation.
  - The appellant will be informed of the outcome within 14 days of submitting the appeal

Deadlines and timescales

- Candidates must submit an appeals form/request for material/ request for review within 7 working days of being told their mark.
- Candidates will be told the outcome of the review within 14 working days of the submission of the appeal.
- Deadlines relevant to the appropriate awarding organisation must also be adhered to and will take precedent over internal ones.

Changes effective from 1 September 2026

(Updated) Under heading **Purpose of the procedure** references to JCQ regulations updated to reflect changes in the JCQ documents *Review of marking (centre assessed marks) suggested template for centres* and *Suspected Malpractice: Policies and Procedures* (3.3).

Centre-specific changes

Changes to key staff.