



EXAMINATION APPEALS POLICY

Reviewer: Mr M Lamble

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To be ratified at the next Governing Body meeting

RATIFIED BY GOVERNING BODY ON 25/01/17

APPROVED BY: _____

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1 Introduction

This procedure sets out the processes that Culcheth High School will follow when appealing against decisions made by awarding bodies on behalf of its students in relation to all qualifications offered at the centre. It also outlines how candidates or parents/carers can appeal against the internal assessment process carried out as part of controlled assessments or coursework or an enquiry about a result(s).

2 Appeals against external assessment

2.1 Centre appeals against external assessment

As specified in the Culcheth High School examinations policy, if the Head of Centre is dissatisfied with an examination result and has reasons to suspect it might not be accurate, the school will instigate an enquiry about results. Candidates must sign a consent form before the application can be processed

2.2 Candidate appeals against external assessment

Enquiries about results may also be requested by candidates. All applications are approved by the Head of Department, the Head teacher and/or the Deputy Head teacher. If a candidate would like to make an enquiry about a result this must be made through the centre. Post-results deadline dates are issued to candidates with their exam results and emailed to parents prior to results being issued.

2.3 Receipt of an outcome of an enquiry about results

- Upon receipt of the outcome of the enquiry about results from the Examination Board, the candidate will be informed in writing of this outcome within 2 working days
- If doubts about the accuracy of the results still persist following the enquiry about results process the head of centre should refer initially to the regulator's Code of Practice and the JCQ publication post results services – Information and guidance to centres
- If following consultation of these documents, the centre still believes that the awarding body has not followed the correct procedures, an appeal will be made in line with the JCQ publication - A guide to the awarding bodies' appeals processes

3 Appeals against a centre decision not to support an enquiry about results

In the vast majority of cases the school will support a student request to lodge an enquiry about results. In extreme cases, if the centre cannot support the enquiry and the candidate disagrees with the centre's decision, they must make a written appeal as outlined in the Appeals process below. This process will normally only be undertaken when all other mechanisms in the centre have failed to resolve the issue for example discussions between candidates/parents/guardians and the Head of Centre

3.1 Process of Appeal

1. The candidate's parent/guardian must make an appeal in writing to the Examinations Manager within 2 working days of being informed of the centre decision not to support an enquiry about results
2. The written appeal must state the details of the complaint and the reasons for the appeal
3. The Head teacher will designate two members of staff (one of these being a member of Senior Leadership team who has no responsibility for exams) to investigate the appeal
4. The candidate will be informed in writing within 10 working days of the outcome of the investigation

4 Appeals against internal assessment

It is the view of Culcheth High School that this procedure will normally only be required when all other mechanisms within the centre have failed to resolve the matter of concern. It will be the final stage in the normal process of considering and resolving disputes. It is expected that it will be used only in exceptional circumstances

4.1 Overview

- Culcheth High School is committed to ensuring that whenever their staff assesses students' work for external qualification; this is done fairly, consistently and in accordance with the specification for the qualifications concerned
- Assessments are conducted by staff who have appropriate knowledge, understanding and skills and who have been trained in this activity
- The school is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications of each subject
- Where internally assessed work has been divided between different members of staff, internal moderation and standardisation will take place to ensure consistency of assessment in line with the good practice model in JCQ publication - Instructions for conducting controlled assessment 1 Sept 2016 - 31 August 2017
- If a student feels that this may not have happened in relation to his/her work, then he/she may make use of this appeals procedure.
- Culcheth High School will make this procedure available upon request by the JCQ inspector as part of the centre inspection arrangements along with any written records of appeals

4.2 Process of Appeal

1. Appeals should be made as early as possible and no later than two weeks before the last timetabled examination in the series (e.g. the last GCSE/A-level written paper in the Summer examination series).
2. An appeal may only be made against the assessment process and not against the mark submitted to the Awarding Body
3. The candidate's parent/guardian must make the appeal in writing outlining the reasons for the appeal to the Examinations Manager, who will investigate the appeal with at least two other members of staff (designated by the Head teacher) who have not been involved in the internal assessment decision.

4. The purpose of the appeal investigation will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body and the JCQ regulations Instructions for conducting controlled assessment 1 Sept 2016 - 31 August 2017 and Instructions for conducting controlled assessments 2016 – 2017 where appropriate
5. The member(s) of staff concerned in making the assessment(s) will be issued with a copy of the complaint and will be provided with an opportunity to respond to this in writing
6. The candidate will be informed in writing within 10 working days of the outcome of the appeal investigation including any relevant correspondence with the awarding body and any changes made to the procedure relating to internal assessment
7. If the candidate is not happy with the outcome they have received, they may request a personal hearing before an appeals panel. This must be within three working days of receipt of the written reply to the original appeal
8. The appeals panel will consist of a senior member of staff, a Head of Faculty and a school governor. The candidate will be given at least five days' notice of the hearing. All candidates should be able to gain access to the following:
 - The marks awarded to them by the centre for an internal assessment
 - All comments recorded by the centre relating to their internally assessed work
 - Any correspondence between the centre and the Awarding Body relating to their internally assessed work
 - Information, if available at the time of the appeal, as to whether their work was sampled by the Awarding Body, if known
 - Relevant Awarding Body procedures for the conduct of internal assessments
9. The candidate (plus one parent/guardian if requested) and the person investigating the complaint will be present at the hearing.
10. The outcome of the appeal hearing will be made known to the Head teacher in writing and will be logged as a complaint. A written record will be held in the examination office for five years and made available to the awarding body for inspection upon request. This record should include the outcome of the appeal and reasons for that outcome. A copy is to be sent to the candidate
11. All internal appeals have to be considered and resolved by the date of the last externally assessed paper of the series. Any difficulties in meeting this deadline should be raised with the Awarding Body
12. Should the appeal process bring any significant irregularity to light, the awarding body will be informed. The centre should inform the awarding body if there is any change to an internally assessed mark as a result of the appeal.

4.3 Post Awarding Body Moderation of Internal Assessment

- After work has been internally assessed, it is submitted by Culcheth High School for moderation by the awarding the body to ensure consistency between centres.
- Such moderation can change the marks awarded for internally assessed work. This is outside the control of Culcheth High School and is not covered by this procedure.
- Each awarding body has its own appeal procedure which is available from the Examinations Manager upon request

5 Appeals against malpractice decisions

Malpractice is a term used to describe all forms of irregularity or breaches of the regulations in examinations and assessment, e.g. plagiarism in coursework, the introduction of unauthorised material into the examination room or maladministration

- Upon receipt of the outcome of a reported incident of malpractice, the Head of Centre may appeal against sanctions affecting a centre or members of its staff and on behalf of candidates entered or registered through the centre
- Members of the centre's staff or personnel contracted to a centre, e.g. external invigilators may appeal against sanctions imposed on them
- In accordance with JCQ regulations, internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Parents/carers/candidates must contact the Head of Centre in writing. The Head of Centre's decision as to whether to proceed with an appeal will be final.
- Any costs incurred as a result of a malpractice appeal will be charged to the initiating party before an appeal is processed
- Any appeal made will be actioned in accordance with JCQ publication - A guide to the awarding bodies' appeals processes and any other relevant JCQ publications (a copy of which is available from the JCQ website)

6 Appeals against decisions made in respect of access arrangement and special consideration

- If the Head of Centre disagrees with a decision made in relation to an application for access arrangement or special consideration, an appeal may be submitted to the awarding body. This will be done in accordance with JCQ publication - A guide to the awarding bodies' appeals processes and any other relevant JCQ documentation (a copy of which is available from the JCQ website www.jcq.org.uk)

7 Reviews against awarding body administrative decisions

- If the Head of Centre is concerned about any administrative decisions made by an awarding body, they will contact the relevant appeals manager to discuss their concerns and/or submit their concerns in writing

8 BCS (ECDL) Qualifications

- If a learner is not able to resolve an appeal at the approved centre then he/she has a right to appeal to BCS. This may be done by the Centre Manager or direct to the BCS Quality Assurance team in writing. Learner appeals must be made to BCS as per the BCS Learner Appeals policy within 20 days of the assessment

9 Monitoring and evaluation

- The effectiveness of the procedure will be the responsibility of the Deputy Head teacher working with the Head teacher, Senior Leadership team, the Examinations Manager and the whole school curriculum and pastoral leaders. The procedure will be monitored on behalf of the Governing Body by the Governors' Curriculum Committee on an annual basis
- **The policy should be read in conjunction with the examinations policy, controlled assessment procedure, school disciplinary policy, JCQ publication - A guide to the awarding bodies' appeals processes, JCQ publication – Suspected malpractice in**

examinations and Assessment: Policies and Procedures, JCQ publication - Instructions for conducting controlled assessment 1 Sept 2016 - 31 August 2017, JCQ Access Arrangements and Reasonable Adjustments 1 Sept 2016 - 31 August 2017, JCQ publication – Post Results Services – Information and Guidance to Centres