



# EXAMINATION APPEALS POLICY

**Reviewer:** Mr M Lamble

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**APPROVED BY:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

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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/non-examination assessments 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. Candidates are informed of the arrangements for post-results services before they sit examinations. 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 (clerical recheck, review of marking, a review of moderation or an appeal)**

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, this must be prior to the internal deadline for submitting an enquiry about result

## **4 APPEALS AGAINST INTERNAL ASSESSMENT DECISIONS (CENTRE ASSESSED MARKS)**

### **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 2017 - 31 August 2018
- On being informed of their centre assessed marks if a student feels that the above has not happened in the 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.
- A fee will be charged for a review of the centre's marking. The fee will be equivalent to the cost of one-day's supply

### **4.2 Process of Appeal**

1. Teaching staff will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body
2. Teaching staff must ensure that candidates are informed of their marks with sufficient time if a review needs to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the Awarding Body deadlines
3. Teaching staff will inform candidates that they may request copies of materials (for example a copy of their marked work, the relevant specification, the mark scheme and any other subject-specific documents) to assist them in their decision as to whether to request a review of the centre's marking of the assessment. Teachers will also inform the student that a fee will be charged (and how much the fee will be) if they request a review
4. If materials are requested by the candidate, teaching staff must promptly make them available to the candidate within 2 working days
5. Teaching staff will provide candidates with sufficient time for the candidate to review the materials and reach a decision
6. Requests for reviews of marking must be made in writing by the candidate (by email or letter) to the subject teacher within 3 working days of receiving copies of the requested materials. Students should explain on their request why they wish to request a review and what they believe the issue to be
7. If a review of marking request is received by the teacher, it must be passed to the Head of Department immediately. The Head of department will organise for a review of marking by an assessor who has appropriate competence, has had no involvement in the assessment of that candidate and has had no personal interest in the review
8. If the teacher receiving the request is the Head of the Department, it must be passed to their SLT Line Manager immediately. The SLT member will organise for a review of marking by an assessor who has appropriate competence, has had no involvement in the assessment of that candidate and has had no personal interest in the review
9. The Head of Department/SLT member will allow 5 working days for the review to be carried out
10. The Head of Department/SLT member will instruct the assessor to ensure that the candidate's mark is consistent with the standard set by the centre
11. The candidate will be informed by the Head of Department in writing of the outcome of the review of the centre's marking
12. 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. If the review of marking brings any irregularity in procedures to light, the awarding body will be notified.

### **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](http://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 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 2017 - 31 August 2018, JCQ Access Arrangements and Reasonable Adjustments 1 Sept 2017 - 31 August 2018, JCQ publication – Post Results Services – Information and Guidance to Centres**