



KESH

KING EDWARD VI
SHELDON HEATH ACADEMY

EXAMINATIONS' COMPLAINTS & APPEALS PROCEDURES

Other relevant policies and documents:

Non-examination Assessment Policy

BTEC Policy

Examinations' Contingency Plan

Examinations' Policy

Word Processor Policy

Access Arrangements Policy

Friendship
Integrity Benevolence
Honesty **Equality**
Respect Community
Tolerance Aspiration
Our values
Humility Personal responsibility
Justice Dignity Ambition
Co-operation **Humanity**
Excellence Embracing diversity
Belief Empathy Kindness
Understanding Charity
Compassion

This policy was adopted by the Curriculum and Student Welfare Committee
in March 2020.

Next review due Spring Term 2021, or earlier if the need arises.

1. Complaints in relation to examinations

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, the Academy encourages him/her to try to resolve this informally in the first instance by contacting the relevant Head of Year. If a complaint fails to be resolved informally the candidate (or his/her parent/carer) may then follow the Academy's complaints policy and procedures. A candidate (or his/her parent/carer) may make a complaint about examinations at the Academy on the grounds below:

- Teaching and learning, for example
 - The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
 - The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's internal appeals procedure)
 - Centre fails to adhere to its internal appeals procedure
- Access arrangements, for example
 - Exam information not appropriately adapted for a disabled candidate to access it
 - Adapted equipment put in place failed during exam/assessment
 - Approved access arrangement(s) not put in place at the time of an exam/assessment
- Entries, for example
 - Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
 - Candidate entered for a wrong exam/assessment
- Conducting examinations, for example
 - Inadequate invigilation in exam room
 - Failure to conduct exam according to the regulations
 - Alleged, suspected or actual malpractice incident not investigated/reported
- Results and Post-results, for example
 - Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of an enquiry
 - Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body post-results services) or with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal (complainant to refer via [insert who] to the centre's internal appeals procedure)

2. Reviews of marking - centre assessed marks

King Edward VI Sheldon Heath Academy is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. The Academy is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

The Academy 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.
- Inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
- Having received a request for copies of materials, promptly make them available to the candidate.
- Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
- Provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing.
- 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.
- Ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in 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.

The outcome of the review of the centre's marking will be made known to the head of centre. A written record of the review will be kept and made available to the awarding body upon request.

Each Awarding Body specifies detailed criteria for the internal assessment of work. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the Awarding Body ensures that centre marking is line with national standards. The moderation process carried out by the Awarding Bodies may result in a mark change, either upwards or downwards, even after an internal review. Thus, the mark submitted to the Awarding Body is subject to change and should therefore be considered provisional; the final judgement on marks awarded is that of the Awarding Body. Appeals against matters outside the Academy's control will not be considered in the Academy's Examination Appeals Procedure.

3. Appeals against Internally Assessed Marks - Procedures

Appeals may be made to the Academy regarding the procedures used in internal assessment, such as controlled assessment/coursework. NB the appeal applies only to the procedures used in arriving at internal assessment decisions and does not apply to the judgement itself, i.e. not the mark or grade.

Most often, a disagreement on internally assessed marks can be resolved by discussion between the teacher and the candidate concerned. When this is not the case, then the parent/carer may appeal to the Principal, who will put into action the agreed appeals process set out below. It is expected that the appeals process will be used only in exceptional circumstances.

1. The Principal is in overall charge of managing appeals relating to internal assessments.

2. If a candidate (via their parent/carer) wishes to appeal about his/her internal assessment marks then the following procedures should be followed:

- The appeal should be made in writing to the Principal stating the details of the complaint and the reasons for the appeal.
- The appeal should normally be submitted by 30th April for examinations in the summer series (this deadline may be extended in exceptional circumstances where the controlled assessment/coursework marking and moderation schedule extends beyond this time).

3. The teacher(s) concerned in marking the assessment which is the subject of the appeal will respond to the appeal in writing and a copy will be sent to the parent/carer.

4. If the parent/carer is not satisfied with the written response they have received then they can request a personal hearing before a panel:

- The panel will consist of the Principal and two of the following – the Vice Principal (Curriculum), the Head of Department, the Examinations Manager.
- The request for a personal hearing must be made within two days of receipt of the written reply to the initial appeal.
- The parent/carer will be given at least two days notice of the hearing date.
- A breakdown of the marks awarded will be provided in advance of the appeal.
- The teacher(s) involved will be present at the hearing.
- The Principal will convey the outcome of an appeal and the reasons for that outcome in writing to the parent/carer.
- The Academy will maintain a written record of all appeals.
- The Academy will inform the Awarding Body (exam board) of any change to an internally assessed mark as a result of an appeal.

5. If the parent/carer remains unsatisfied, the case can be referred to the Examinations Appeals Board (EAB). NB This service applies where Awarding Bodies' normal enquiries and appeals procedures have been exhausted.

The internal appeals procedures stated above have been produced to demonstrate compliance with the following:

- JCQ General Regulations for approved centres <http://www.jcq.org.uk/exams-office/general-regulations>
- JCQ Post-results services <http://www.jcq.org.uk/exams-office/post-results-services>
- JCQ A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>
- Ofqual GCSE, GCE, Principal Learning and Project Code of Practice

Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal. Further information can be obtained from:

- <http://www.jcq.org.uk/exams-office/controlled-assessments>
- <http://www.jcq.org.uk/exams-office/coursework>
- <https://www.gov.uk/appeal-exam-result>
- <http://www.jcq.org.uk/examination-system/the-appeals-process>

4. Enquiries or appeals for vocational qualifications (Pearson BTEC courses)

An enquiry or appeal can be made where there is a disagreement with:

- the outcome(s) from Pearson's external quality assurance activities (for example a Standards Verifier report).
- the outcome(s) from Pearson's end point assessment activities.

- a qualification decision made by Pearson (for example rejection of a late certification or registration request).
- the outcome of a learner's internal appeals procedure (for example a decision about assessment outcomes or reasonable adjustments).

The Academy will endeavour to resolve enquiries and appeals internally. Learners should address all their enquiries and appeals to the Academy at the first instance, however, learners wishing to enquire or appeal against the Academy's decision on an appeal, they should e-mail vocationalqualitystandards@pearson.com within 14 calendar days of being informed of the outcome of the Academy's appeal process. Learners, when using this e-mail must also provide evidence that they have used the Academy's enquiries or appeals procedure. For more details: https://qualifications.pearson.com/content/dam/pdf/Support/policies-for-centres-learners-and-employees/Enquiries_and_Appeals_on_Pearson_Vocational_Qualifications.pdf

5. Appeals against Externally Assessed Marks (Enquiry about Results – EAR)

Following the issue of results, the general qualification awarding bodies offer post-results services. Each Awarding Body publishes procedures for appeals against its decisions, details of which are available on their websites (under Post Results Services); full details of these services, internal deadlines for requesting a service and fees charged will also be provided by the exams officer. The service, enquiries about results (EARs), may be requested by centre staff or candidates (or their parents/carers) if there are reasonable grounds for believing there has been an error in marking.

Where a student is unhappy with the mark/grade awarded for a particular examination unit a clerical check or re-mark may be requested from the awarding body via the Examination Manager. The decision as to whether to support such an enquiry will be made by the Academy on the basis of several factors, including knowledge of the exam system and professional judgement. The students will be required to acknowledge that their marks and subject grades may be confirmed, raised or lowered following a review of marking.

Awarding bodies will only accept applications for reviews of marking from centres and not from candidates or their parents, therefore senior staff are accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries.

The awarding bodies offer the following enquiry about results services:

- Service 1 (Clerical re-check). This service will include the following checks:
 - that all parts of the script have been marked;
 - the totalling of marks;
 - the recording of marks.

The outcome of the re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry. Only Service 1 clerical re-checks can be requested for objective tests (multiple choice tests).

- Service 2 (Review of marking). This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. It is not a re-marking of the candidate's script. The service is available for externally assessed components of both unitised and linear specifications and will include:

- the clerical re-checks detailed in Service 1;
- a review of marking as described above.
- Priority Service 2 (Review of marking). This is a priority post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. It is not a re-marking of the candidate's script. This service is only available if a GCE A-level candidate's place in higher education is dependent on the outcome.

The outcome of each enquiry will be confirmed by the respective awarding body and will be shared with the candidates.

The awarding body will provide a reason for the decision of a review of marking. If the mark has changed the reason will either be that an administrative error has occurred or there was a marking error. If there is a disparity of two qualification grades or more between the original marker and the reviewer, the awarding body will automatically provide the centre with specific details.

Where a grade changes and a certificate has previously been issued, once the centre has returned the original certificate to the awarding body a replacement will be issued showing the revised grade. Where there has been a reduction in marks or a downgrade, the request cannot be revoked and the original mark or grade cannot be reinstated.

Further actions

If the Academy remains dissatisfied after receiving the outcome of an enquiry about results, it will follow the subsequent appeals process, available on the JCQ website <http://www.jcq.org.uk/exams-office/appeals>. This site also provides full details of the awarding bodies' appeals processes and the associated timescales.

Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre. Only the head of centre can submit an appeal to the relevant awarding body. Appeals must be made in writing and clearly state the grounds for appeal. Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld.

NB An appeal against a moderation decision cannot be made on behalf of an individual candidate.

6. Appeals procedure against centre decisions not to support an enquiry about results

If a query is raised about a particular examination result, the Examinations Manager, teaching staff and Head of Centre will investigate the feasibility of requesting an enquiry at the centre's expense. When the Academy does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

In deciding whether to support an appeal, the Academy will take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the internal appeals form at least one week prior to the internal deadline for submitting an EAR.

Internal appeals form

This form should be completed in all cases to lodge an appeal. Please tick to indicate what the appeal is against:

- an internal assessment decision**
- the centre decision not to support an enquiry about results**
- the outcome of an enquiry about results**

Name of appellant		Candidate name <i>if different to appellant</i>	
Awarding body		Unit/module/exam paper code	
Subject		Unit/module/exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against an internal assessment decision

Appellant declaration

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents. I also understand the appeal may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

Appeal against the centre decision not to support an enquiry about results

Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results

Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:

ENQUIRIES ABOUT RESULTS AND APPEALS

Candidate consent form

Information for candidates

The following information explains what may happen following an enquiry about a result and any subsequent appeal.

If your school or college makes an enquiry about a result, (a review of the original marking) and a subsequent appeal, for one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is lowered, so your final grade may be lower than the original grade you received.
- Your original mark is confirmed as correct, so there is no change to your grade.
- Your original mark is raised, so your final grade may be higher than the original grade you received.

In order to proceed with the enquiry about results, you must sign the form below. This tells the head of your school or college that you have understood what the outcome might be, and that you give your consent to the enquiry about results being made.

Candidate consent form

Centre Number	Centre Name
Candidate Number	Candidate Name

Details of enquiry (Awarding Body, Qualification level, Subject title, component/unit)

.....

.....

I give my consent to the head of my examination centre to make an enquiry about the result of the examination(s) listed above. In giving consent I understand that the final subject grade and/or mark awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same as the result which was originally awarded for this subject.

Signed: Date:

This form should be retained on the centre's files for at least six months following the outcome of the enquiry about results or any subsequent appeal.

ACCESS TO SCRIPTS

Candidate consent form for access to and use of examination scripts

Centre Number	Centre Name
Candidate Number	Candidate Name
Subject	Component/unit code

I consent to my scripts being accessed by my centre.

Tick ONE of the boxes below:

- If any of my scripts are used in the classroom I do not wish anyone to know they are mine. My name and candidate number must be removed.
- If any of my scripts are used in the classroom I have no objection to other people knowing they are mine.

Signed: Date:

This form should be retained on the centre's files for at least six months.

