



# **Bracken Hill School**

## **Exams Internal**

# **Appeals Procedure**

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**Policy Type: Whole School**

This policy is reviewed annually to ensure compliance with current regulations

This policy complies with the requirements of the Equality Act 2010. The school is committed to ensuring that all candidates are treated fairly and equitably, and reasonable adjustments are made to accommodate individual needs where required.

### **Appeals Procedure**

- This school is committed to ensuring that whenever its teachers assess students' work; this is done fairly, consistently and in accordance with the specification for the qualification concerned. However, to meet the requirements of the examination boards an internal appeals procedure is available
- An appeal may only be made against the process that produced the grade or mark to be submitted to the examination board and not against the mark or grade, for example, where the student or his/her parents believe that the procedures for managing, marking, moderating and standardising course work have not been carried out within the procedures set out above
- Internal marking, moderation and standardisation of coursework will always be conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity
- When the coursework procedures have been carried out as described above, the student has met the submission dates and final deadline and received appropriate feedback then the final mark should not be a surprise
- Students will NOT have access to the final mark until after internal moderation and standardisation has occurred and the mark is ready to be sent to the examination board
- The marks submitted to the Examination Boards are subject to further external moderation and standardisation procedures and the final mark is decided by the Chief Moderator for each subject area
- Access to coursework results will only occur after the examination results are provided by the relevant Examination Boards
- If a candidate disagrees with a malpractice decision made by the centre, they may appeal in writing to the Head of Centre. The decision will be reviewed independently where possible, and the outcome communicated in writing.
- Candidate consent for EARs and ATS will be obtained in writing before any request is submitted. Consent forms will be retained until the post-results deadline.

### **The Internal Appeals Procedure**

- If a student believes that his/her work has not been treated in accordance with the procedures outlined above he may make sure of the Internal Appeals Procedure.
- Appeals should be made as soon as possible, and must be made at least two weeks before the end of the last externally assessed paper in that examination's series
- Appeals should be made in writing to the Executive Head Teacher, who will investigate the appeal. If, for any reason, the Executive Head Teacher is not able to conduct the investigation they may ask the Head Teacher or an alternative member of the senior leadership team providing they are not working within the departmental area involved in the appeal
- The Executive Head Teacher or Head Teacher will decide whether the process used for the internal assessment conformed to the internal regulations, the requirements of the awarding body and the examinations code of practice of the QCA. This will be done before the end of the current examination series
- If the appeal results in a change in the mark awarded to the student or their fellow students then the relevant examination board will be informed of the change and the reasons for it
- The appellant will be informed in writing of the outcome of the appeal, including any correspondence with the examination board, any changes made to the assessment of the student's work, and any changes made to improve matters in future

- After a student's work has been assessed and moderated internally it is moderated by the examinations board to ensure consistency between centres. Such moderation can change the marks awarded for internally assessed work, this is outside the control of the school and is not covered by the Internal Appeals Procedure
- If a student has concerns about external moderation, they should contact the Exams Officer for a copy of the appeals procedure of the relevant examinations board

### **Appeals regarding Access Arrangements and Special Consideration**

If a candidate or their parent/carer believes that the centre has not applied for access arrangements or special consideration appropriately, or has not followed the correct process, they may appeal to the Head of Centre. This appeal must be submitted in writing as early as possible and no later than five working days after the candidate has been informed of the decision not to apply or the outcome of the application.

Appeals and complaints records will be retained for at least 12 months after the end of the academic year or until any related awarding body review is complete.

### **Complaints**

General complaints about the centre's delivery or administration of qualifications will be handled under the school's Complaints Policy, which is accessible on the school website.

### **Results, enquiries about results (EARs) and access to scripts (ATS)**

Candidates will receive individual letters by post to their home address.

The centre will not be open on results day but a contact e-mail is provided for parents /carers to contact the Exam's Officer if required.

### **EARs**

EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. The candidate's consent is required before any EAR is requested.

If a result is queried, the exams officer, teaching staff and head of centre will investigate the feasibility of asking for a re-mark at the centre's expense.

When the centre does not support a candidate's or parent's request for an EAR, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged.

### **ATS**

After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained. GCSE re-marks cannot be applied for once a script has been returned.

### **EVALUATION**

This policy will be reviewed annually by the Exams Officer to ensure it remains compliant with JCQ regulations and the Equality Act 2010."




## Appendix 2

### Further guidance to inform and implement appeals procedures

#### JCQ publications

- General Regulations for Approved Centres <https://www.jcq.org.uk/exams-office/general-regulations>
- Post-Results Services <https://www.jcq.org.uk/exams-office/post-results-services>
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) <https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres – Informing candidates of their centre assessed marks <https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

#### Ofqual publications

- GCSE (9 to 1) qualification-level conditions and requirements <https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>

GCE qualification-level conditions and requirements <https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>