

HEATHFIELD COMMUNITY SCHOOL



EXAM APPEALS POLICY

- 1. Internal Assessment appeals**
- 2. External exam results**
- 3. BSC automated testing**

Reviewed : March 2018

Internal appeals policy for external Qualification

This policy on appeals is in three parts :

- 1.) Policy on Internal Assessments for External Qualifications.
- 2.) Policy on External Assessments for External Qualifications [Enquiries about Results].
- 3.) Policy on Automated Testing for BCS Awarded Body.

1a.) Policy on Internal Assessments for External Qualifications

Heathfield School is committed to ensuring that :

- Internal assessments are conducted by members of the teaching staff who have the appropriate knowledge, understanding and skills and who have been trained in this area.
- Assessment evidence provided by the candidates is produced and authenticated according to the requirements of the Awarding Body for the subject concerned.
- The consistency of internal assessment will be maintained by internal moderation and standardisation.
- All student work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and regulations of the specification relating to the qualification.

Notes to Students

- A. If a student has any concerns about the procedures used in assessing their internally assessed work for public exams i.e. controlled assessment/coursework/portfolios, he/she should discuss the matter with the Head of Department immediately. Following that, if the matter remains unresolved, the formal procedure may be used by the student concerned.
- B. The regulations for GCSE, GCE, Principal learning, Entry level and Project Qualification Coursework Assignments and GCSE Controlled Assessments state that :
 - "The work you submit for assessment must be your own."
 - "You must not copy from someone else or allow another candidate to copy from you."
 - "If you copy the words or ideas and show your sources in references and a bibliography, this will be considered as cheating or malpractice."

Teachers have the right to reject a student's work on the grounds of malpractice if any of the above regulations are broken.

The student, parent or guardian has the right to appeal against any decisions to reject to a candidates internally assessed work on the grounds of malpractice.

Key staff involved in internal appeals procedures

Role	Name (s)
Head of Centre	Mr Peter Hoare
SLT Members	
Exams Officer	Mrs Lyn Gridley

1b.) Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Heathfield Community School compliance with JCQ's *General Regulations for Approved Centres 2017-2018, section 5.8* that the centre has in place "a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates" and that the centre "must inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

Certain components of GCSE and BTEC qualifications (GCSE controlled assessments, BTEC coursework, BTEC and GCSE non-examination assessments and project qualifications) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

Deadline for submission of appeal CENTRE ASSESSED MARKS – Summer 2018 :

GCSE – 25 April 2018

BTEC / EXTENDED PROJECT – 1 May 2018

Deadline of submission of marks to the exam boards :

7 May 2018 AQA / OCR GCSE

15 May 2018 EDEXCEL GCSE / BTEC EXTENDED PROJECT

Heathfield Community School 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.

Heathfield ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of BTEC and GCSE non-examination assessments, including the marking and quality assurance processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Heathfield 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.

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 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.

1. Heathfield 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. Heathfield 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 associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
3. Heathfield will, having received a request for copies of materials, promptly make them available to the candidate **within 5 calendar days**.
4. Heathfield will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of marking must be made in writing **within 5 calendar days** of receiving copies of the requested materials by completing the **internal appeals form** – as stated on the chart. Requests will not be accepted after this deadline.
6. Heathfield will **allow 5 calendar days** 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.
7. Heathfield will 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.
8. Heathfield will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The candidate will be informed in writing of the outcome of the review of the centre's marking.
10. 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.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Heathfield and is not covered by this procedure. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

2.) External Exam Appeals

Appeals against the centre's decision not to support a clerical check, review of marking a review of moderation or an appeal.

This procedure confirms Heathfield compliance with JCQ's *General Regulations for Approved Centres 2017-2018, section 5.14* that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

Following the issue of results awarding bodies make post-result services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer and will be made available on request.

Candidates will also find details of the arrangements in their guidance to exam booklet issued to all students during the year.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about results (EARs) offers three services :

- Service 1 – clerical re-check.
- Service 2 – review of marking.
- Service 3 – review of moderation (this service is not available to an individual candidate).

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected **after** the publication of results.

3.) **Policy on External Assessments for External Qualifications[Enquiries about Results – EARs]**

Any student who wants to query a mark/grade awarded by a Awarding Body upon issue of results should follow the following procedure :

- Contact the Examinations Officer and **the subject teacher** as soon as possible [***but at least 5 working days before the published deadline for EARs***] in person to discuss mark/grade.
- **Deadline for appeals is 15th September.**
- The Examination Officer will advise on the options available to query the mark/grade and the costs involved.
- Students should be aware that EARs can result in marks/grades being raised, confirmed or lowered. Students must sign a consent form to confirm that they understand the consequence of an EAR. Consent forms will be issued by the Examination Officer.
- The subject teacher will review the students' marks/grades and discuss with the Head of Department to agree appropriate action taking into account the breakdown of marks, the grade boundaries and the students' predicted grades.

If the Department agrees to support the EAR :

The request, together with the students consent form, should be made in writing/email to the Examination Officer, ***before the published deadline for EARs***. The cost of the enquiry will be met by the Departments budget, or with the Head of School approval, the examination budget.

If the Department does not agree to support the EAR :

- a. A student may appeal against not to support an EAR. Appeals should be made in writing to the Examination Officer, ***at least 5 days before the published deadline for EARs***. The appeal should state, in detail, the reason(s) for the appeal. This appeal should be signed and dated and should include the daytime contact telephone number of the student, parent or guardian. The appeal information will be reviewed by the Examination Officer and a member of the Senior Leadership team; the outcome of the appeal will be communicated by telephone and letter within 24hours of receipt. This decision is final.

- b. If the centre does not support the EAR the student may still proceed with the EAR but all cost involved will be paid by the student at the time the EAR is made. No EARs will be made until fees are paid. Requests must be made in person to the Examination Officer **before the published deadline for EARs.**
- c. Outcomes following EARs will be forwarded by the Examinations Officer to the student/subject teacher as soon as they have been received from the Awarding Bodies.

Following the EAR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications *Post-Results and JCQ Appeals Booklet (A guide to awarding bodies' appeals processes)* will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the EAR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the *JCQ Appeals Booklet*. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within 5 calendar days of the notification of the outcome of the EAR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of receiving the outcome of the enquiry about results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.)

4a.) Policy on Automated Testing with BCS Awarding Body

Learner Appeals Procedure (for Automated Testing)

- Learners who are unhappy with any aspect of the testing process should first discuss the problem with the Exams Officer within 5 working days of receiving their result.
- The Learner must make the reasons clear at this time.
- ECDL testing is undertaken using automated testing software which has been approved by the ECDL Foundation. In the event of a Learner raising a complaint the test report that will have been produced by the system will be fully discussed with the Learner.
- An action plan will be agreed and a further test date scheduled. In some circumstances the Learner may be offered a free re-test (e.g. if there had been hardware or software problems).
- If the Learner is unhappy with the decision of the Exams Officer the Learner must write to the *named representative* within 5 working days who will fully review the complaint and attempt to find a solution.
- The Test Centre will keep a written record of each stage of the process with dates and outcomes.

- If the Learner is still unhappy then he/she has the right to appeal to the BCS Awarding Body. This may be done via the Exams Officer or direct to the BCS ECDL Quality Coordinator in writing. The address will be supplied on request.
- The BCS Representative will investigate the circumstances of the appeal and make a report to the appeals panel. In very exceptional cases, the appeals panel may request the Exams Officer, possibly accompanied by the Learner, to attend a meeting of the panel to provide further explanation of the circumstances of the appeal.
- Appeals panel decisions will be given in writing to the Exams Officer and the Learner and are final.

4b.) Policy on Manual Testing with BCS Awarding Body

The minimum requirement for a Centre's Learner Appeals procedure is detailed below :

Learner Appeals Procedure (for Manual Marking)

- Learners who are unhappy with any aspect of the assessment and award process should first discuss the problem with the ICT Teacher and Exams Officer within 5 days of receiving their result.
- The reasons for dissatisfaction must be made clear by Learner at this time.
- The Test Centre will keep a record of such discussion together with date and outcome.
- Where necessary the 1st marker will be instructed to re-mark, and the 2nd marker will also be instructed to mark or re-mark.
- It should be noted that if the Learner was borderline double marking should already have been undertaken.
- If this does not provide satisfaction the Learner may raise a formal appeal.
- Appeals will only be accepted if made in writing (not e-mail) to the Exams Officer within 10 days of receiving their result, outlining clearly the circumstance of the appeal.
- The 1st and 2nd markers will re-mark again, or consider if there are any aspects that should be taken into account in the Learner's performance.
- In some circumstances the Learner may be offered a free re-test (e.g. hardware or software problems).
- If this is not the case and the result remains unchanged and the Exams Officer is unable to resolve the impasse then the Learner must write to *named representative* (within 5 days of receiving the 3rd result) who will act as an independent arbiter.
- If the Learner is still unhappy then he/she has the right to appeal to the BCS Awarding Body. This may be done via the Exams Officer or direct to the BCS ECDL Quality Coordinator in writing. The address will be supplied on request.
- The BCS Representative will investigate the circumstances of the appeal and make a report to the appeals panel. In very exceptional cases, the appeals panel may request the Exams Officer possibly accompanied by the Learner, to attend a meeting of the panel to provide further explanation of the circumstances of the appeal.
- Appeals panel decisions will be given in writing to the Exams Officer and the Learner and are final.

FORM A - Internal Appeals Form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against :

- Internally assessed marks
- The centre decision not to support an enquiry about results (EAR)
- The outcome of an enquiry about results.

Name of appellant		Candidate name (if different to appellant)	
Awarding Body		Exam Paper Code	
Subject		Exam Paper Title	

Please state the grounds for your appeal below :

Continue overleaf if necessary

Appeal against internally assessed marks

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 assessment process not against the mark to be 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 :

The appellant declaration against the relevant appeal must be signed, dated and returned to the Exams Officer, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

Appendix A

AQA City & Guilds CCEA OCR Pearson WJEC JCQ

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 (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, paper/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 awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same as the grade which was originally awarded for this subject.

Signed : _____ Date : _____

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

Appendix B

AQA City & Guilds CCEA OCR Pearson WJEC JCQ

ACCESS TO SCRIPTS

Candidate Consent Form for access to and use of examination scripts

Centre Number	Centre Name
Candidate Number	Candidate Name
Subject	

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 it is 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.

Complaints and appeals log

On receipt, all appeals will be assigned a reference number and logged.

The outcome of any reviews 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. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Ref No	Date received	Complaint or Appeal	Outcome	Outcome date

Further guidance to inform and implement appeals procedures

JCQ

- 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
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres – Reviews of marking (centre assessed marks)
<https://www.jcq.org.uk/exams-office/controlled-assessments>
<https://www.jcq.org.uk/exams-office/coursework>
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual

- GCSE (9 to 1) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCSE (A8 – G) qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions>
- GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>
- Pre-reform GCE qualification-level conditions and requirements
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>