

Appeals against Examination Results Policy

Ratified by the Governing Body – April 2018

External Appeals

Policy

The Wey Valley School will strive to ensure that any candidate with genuine concerns has a means to lodge an appeal against their results.

Requests can only be made for the following post results services:

1. Clerical re-check – to ensure that all sections have been marked and marks have been totalled and grade boundaries applied correctly.
2. Re-mark – for the re-assessment of externally assessed units and components

The examining bodies will only allow access to these services under the following conditions:

- Enquiries can only be accepted from the examining centre (Wey Valley School) not from parents or students.
- Candidates must have provided their informed consent in order for an enquiry to proceed.
- Applications for enquiries must be submitted by the relevant closing date(s).
- Applications can not be made retrospectively for previous exam series.
- Should an enquiry not prove satisfactory – only the Head of the Centre can submit an appeal against the results.

Requesting an enquiry into results

In order to enable these conditions to be met, Wey Valley will operate the following procedures.

1. Students / teachers who wish to raise an enquiry will need to contact the Exams Officer immediately after the results are published.
2. The exams officer will make available and give guidance on the latest possible dates for requesting enquiries (these change for each series of examinations).
3. The exams officer will ensure that candidates understand that re-marking of papers can result in marks and grades dropping before accepting consent.
4. The exams officer will issue consent forms for enquiries as required and ensure that enquiries are not submitted without them.
5. The exams officer will notify the Senior Manager in charge of exams that enquiries have been requested so that the Principal can be kept informed.

6. If an enquiry proves unsatisfactory the Head of Department for the subject concerned will lobby the Principal for support to request an Appeal.

Access to and use of exam scripts

7. Students may request access to their own scripts but should be aware that this may incur a charge from the examining body. Requests should be passed through the exams officer.
8. The exams officer will get permission from the student before requesting any scripts.
9. Video and audio tape submissions are not returnable.
10. Teachers who wish to use a returned script to inform teaching and learning with other students must gain written permission from the student first.
11. Permission can only be sought after results are received and appeals deadlines have passed.

Payment for Enquiries and Appeals

In the case of external examination results or agreed moderation the school will only consider paying for enquiries or appeals where there is clear concern that the award is inaccurate. In cases where the school believes the award is consistent with the candidates performance, but the candidate or carer wishes that an enquiry or appeal is lodged anyway; the candidate / carer will be liable for the costs incurred.

Other issues

Appeals related to illness or other issues will not be considered as such issues must be raised at the time of the exam and not at results time. In those cases medical certification can be used to ask for special considerations. This is not possible after the fact.

Appeals Procedure for Internal Assessments

Policy

As required in the Code of Practice and following the guidance of the Joint Council for Qualifications, the Wey Valley School will aim to offer a rigorous, fair and transparent procedure for internal appeals. Such a procedure will be accessible by both the learners and their carer(s).

It is expected that this appeals mechanism will take over when all other mechanisms (for example, discussion between candidates / carers / and Head of the Centre) have failed to resolve the matter. It will be the final stage in the resolution of such matters and is expected to be used only in exceptional circumstances.

As part of this Policy we will ensure that we have:

- A "published appeals procedure relating to internal assessment decisions [which] are made widely available and accessible to all candidates" (para. 21 ix - Code of Practice).
- "a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry" and "ensure that the procedures are published, and are made widely available and accessible to all candidates and their carers". (para.174 – Code of Practice).

Internally assessed components (centre assessed marks)

In line with JCQ requirements and subject to annual review, all internally assessed components will have their mark reported to students with 'sufficient time' (defined as a minimum of 5 working days) to lodge a request to review the mark.

Reviews may only be requested with specific and substantive reasons, it is not sufficient for candidates to review simply because they are unhappy with mark. Internal standardisation should catch the majority of issues, so reviews must pertain to perceived unfairness / inequality of process, administrative errors, errors in assessment processes

Review will be requested from experienced verifiers who hold no vested interest in the review itself – this may require engaging the services of another centre. In these cases it may be necessary to make a charge for the review. This will be dependent on charges passed down by the reviewing verifier / centre.

Procedure for appeals

1. The policy and procedures for internal assessments will be circulated to students with other examination documentation prior to exams taking place.
2. The Principal has nominated the Senior Manager with responsibility for exams as the member of staff to manage appeals. The nominated person will be responsible for disseminating information to all candidates and their carers

about the appeals procedure and for informing the Principal about the existence and outcomes of all such appeals.

3. All appeals must be made in writing to the nominated Senior Manager and should state the details of the complaint and the reasons for the appeal.
4. All appeals must be received no less than 2 months before the published results date for that examination season – the examinations officer can confirm those dates to appellants.
5. The nominated Senior Manager will ensure that the internal assessors/verifiers associated with the complaint see a copy of the appeal and will allow them to respond to the appeal in writing, a copy of which will be sent to the candidate.
6. All appellants will be offered an opportunity for a personal hearing if they are not happy with the written response they have received. Candidates will be given at least a week's notice of any such hearing, they will be sent all relevant documentation prior to the hearing. Candidates are expected to be accompanied by a carer to any such hearing. Both teachers and appellants should have opportunity to hear each others submission to the panel at the hearing.
7. Panels will always be comprised of three people. The Principal or a Vice Principal (other than when they are the subject of such an appeal), an independent member of the school governing body and a neutral educational member invited from the LA or other local educational organisations.
8. All appeals will be kept on file by the nominated Senior Manager with the original submissions, a minute of any meetings and written formal acknowledgement of the outcomes and reasons for that outcome. All such documentation will also be copied to the parties concerned within 2 weeks of the appeal hearing.
9. The examinations officer will appraise the relevant awarding body of any appeals that progress to a hearing stage and will ensure that any changes to internal awarded marks are notified officially well in advance of the published results dates.
10. In the rare instance when the school does not feel that the initial appeal is justified and are therefore unwilling to proceed with the appeal process, the candidate / carer should write formally to the Principal asking that the matter is considered by him/her. The Principal will respond formally after consulting with the nominated Senior Manager on the reasons why an appeal was not carried out, confirming that decision or acknowledging that an appeal will take place.
11. In the event of a candidate or carer still not being satisfied with the Principal's decision a direct appeal to the exam board for the qualification in question may be appropriate. The school exam officer will provide contact details as required.