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KING EDWARD VI
SHELDON HEATH ACADEMY

EXAMINATION APPEALS PROCEDURE

In accordance with the JCQ Code of Practice for the conduct of external qualifications provided by the QCDA, King Edward VI Sheldon Heath Academy is committed to ensuring that:

- internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills;
- assessment evidence provided by candidates is produced and authenticates according to the requirements of the relevant specification;
- the consistency of internal assessment is secured through internal standardisation as set out by the Awarding Bodies;
- staff responsible for internal standardisation attend any compulsory training sessions.

NB Each Awarding Body specifies detailed criteria for the internal assessment of work. In addition, the Awarding Body must moderate the assessment and 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 Appeals Procedure.

Each Awarding Body publishes procedures for appeals against its decisions, details of which are available on their websites (under Post Results Services) or from the Academy's Examinations Manager on request.

- In cases of Enquiries About Results, where the Academy does not uphold a request for such an enquiry, the parent/carer may normally pay to have an enquiry carried out.
- Where the parent/carer wishes to challenge the decision not to hold an enquiry or subsequent appeal, a similar procedure to that mentioned below will be carried out.

Appeals may also 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.

If the disagreement cannot be resolved by discussion between the teacher and candidate concerned 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 an appeals panel:
- The appeals panel will consist of the Principal and two of the following – the Curriculum Deputy, 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.

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

Following the issue of results, the general qualification awarding bodies offer post-results services. Full details of these services, internal deadlines for requesting a service and fees charged will 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.

If a query is raised about a particular examination result, the exams officer, 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.

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.

Appeals against External Assessment Marks

Where a student is unhappy with the mark/grade awarded for a particular examination unit (e.g. written exam, coursework, practical assessment, etc) a clerical check or re-mark may be requested from the awarding body via the Examination Officer. 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. Where the Academy does not uphold a request for such an enquiry the student may normally pay to have an enquiry carried out. Payment will be returned if an appeal is upheld by the awarding body. The students will be required to acknowledge that her/his grade may be confirmed, raised or lowered.

Appeals procedure following the outcome of an enquiry about results

Where the head of centre remains dissatisfied after receiving the outcome of an EARs, an appeal will be made to the awarding body, following the guidance in the JCQ publications Post-results services <http://www.jcq.org.uk/exams-office/post-results-services> and A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

Where the head of centre is satisfied after receiving the outcome of an EAR, but the internal candidates and/or their parents/carers are not satisfied, they may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. Candidates, 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 10 calendar days of the notification of the outcome of the enquiry. Subject to the head of centre's decision, this will allow the centre to process the appeal and submit to the awarding body within the required 14 calendar days. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on the internal appeals form. 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.

Appeals against internally assessed marks

The Academy is committed to ensuring that whenever staff mark candidates' controlled assessment/coursework 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 understandings 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.

If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure. An appeal may only be made against the assessment process and not against the mark submitted to the awarding body.

1. Appeals should be made as early as possible and no later than two weeks before the last timetabled examination in the series.
2. Appeals must be made in writing by the candidate's parent/carer to the examinations officer.
3. The Head of Centre will appoint a senior member of staff (SLT) to conduct the investigation, the senior member of staff will not have had any involvement in the internal assessment for that subject.
4. The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the awarding body's specification and subject-specific associated documents.

5. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body, and any changes made to internal assessment procedures.
6. The outcome of the appeal will be made known to the Principal and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed.

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 the Academy and is not covered by this procedure.

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>

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:

