



SENIOR SCHOOL EXAMINATIONS APPEALS **PROCEDURE**

Arrangements for internal appeals about internal assessment decisions and enquiries about results (JCQ requirements)

Principles

Each awarding body requires centres offering its examinations to ensure that the centre has in place:

- A procedure for candidates or their carers to request access to the enquiry and appeals system.
- A procedure for lodging enquiries about results in cases where the centre supports an enquiry lodged by a candidate or carer.
- A formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.

Centres are required to ensure that the procedures are published and are made widely available and accessible to all candidates or their carers.

Internally assessed marks must be issued to candidates. *They must be made aware that these marks are subject to external moderation.* This could lead to misunderstanding if the marks are viewed as being final.

Procedures for enquiries about results to the Examination Board

Externally marked examinations

- The School will make an enquiry about result when requested by the candidate. Both the candidate and her parent/guardian will be required to complete and sign the application form.
 - i) Parents/guardians agree to pay any charges by the Examination Board.
 - ii) Candidates acknowledge that following any enquiry the marks originally awarded (and consequently the subject grade) may stay the same, may be increased or may be decreased.
- If the School believes that an enquiry should be made, then a request will be made to the candidate and her parent/guardian.

The candidate will make a written request for an appeal.

Procedures for enquiries about the assessment of Non Examination Assessment

- The School will provide a formal appeal mechanism that candidates and their parents/guardians may use. This procedure will only be used where any disagreements cannot be resolved informally. The procedure is intended to allow such disagreements to be dealt with openly and effectively, allowing any remaining concerns to be explored through a formal and independently adjudicated process.
- Relevant details of any appeal will be made available to the Awarding Body on request. This would usually only occur where changes to the internally assessed marks are made.
- The Deputy Head will manage all appeals. He will be responsible for ensuring that candidates (and their carers) and teachers are aware of the appeals procedure. The Deputy Head will also be responsible for ensuring that the Head of centre is aware of the existence and outcome of all appeals. If the Deputy Head is involved in the case, another member of the Senior Management Team will be appointed by the Head.
- A formal appeal will be made in writing by the candidate, stating the details of the complaint and the reasons for the appeal. This should normally occur only after discussion with the Head of Department for the subject concerned (or with the Deputy Head if this is deemed more appropriate).

A written appeal should only be made in exceptional circumstances when all other means of resolution have failed.

- The timing of any appeal must be determined by the necessity of informing the Examining Board of any change to the internally assessed mark. It should not be made until internal assessment and internal moderation are both complete, when internal marks are finalised.
 - All appeals should be made by the deadline set by the Examining Boards for the submission of marks. The Deputy Head will immediately give a copy to the teacher concerned.
 - The teacher will respond in writing and provide copies of all the relevant documents (marks, assessments etc) to both the Deputy Head and the candidate within two weeks of receiving the written appeal. If the candidate is satisfied by the written response, then the procedure may stop at this point with a record made of all the documents exchanged.
 - Should the candidate not be satisfied by the written response then a hearing should be arranged within four weeks of the appeal being received by the Deputy Head.
- The hearing should be attended by the following people:

The candidate and a carer or friend (if requested by the candidate).

The teacher and a supporter (if requested by the teacher).

A Member of the Senior Management Team (independent of both candidate and teacher).

A second independent witness (appointed by the Deputy Head, eg teacher or School Governor).

Those hearing the appeal may be advised by other independent witnesses where appropriate.

- Following the appeal, a written record will be kept in the Examination Office, including the outcome and the reasons for that outcome. A copy of this record will be given to both the candidate and the teacher.
- Any change to the internally assessed mark will be sent immediately to the Examination Board.

Additional notes:

Where there is disagreement about a piece of non-examination assessment within the subject department during the internal moderation process it can be included in the sample for external moderation, even if it is not requested.

This also applies where no internal moderation is possible and a teacher is uncertain about the mark that is appropriate.

Timing may need to be reduced to ensure that changes to marks can be given to the Examining Board in good time.

This policy has regard to the guidance issued by the Secretary of State.

Walthamstow Hall policies are approved, ratified and reviewed regularly by the Governing Body in the light of statutory requirements.

Reviewed June 2021
Next Review Date June 2022

Signed:Date:

Mrs J Adams
Chairman of the Governing Body

Reviews of marking - centre assessed marks (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments)

Walthamstow Hall is committed to ensuring that whenever its staff mark candidates' work which is to be submitted as part of their public examinations, 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. Work produced by candidates will be 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. Should there be any concerns about the reliability of this process or accuracy of the assessment, the School will follow the following procedure:

1. The School 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. Candidates are informed 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. These will be made available to candidates in a prompt manner and sufficient time will be allowed for candidates to review this material and reach a decision.
3. Requests for reviews of marking **must** be made in writing. Adequate time will be allocated for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome. This must be completed before the awarding body's deadline for the submission of the work.
4. The review of marking is to be 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. This can be a third party.
5. The reviewer will be instructed by the department to ensure that the candidate's mark is consistent with the standard set by the centre.
6. The candidate will be informed in writing of the outcome of the review of the centre's marking.
7. 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. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

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 School and is not covered by this procedure.