

Earlscliffe (Sussex Summer Schools Ltd)

INTERNAL APPEALS PROCEDURE

The JCQ requires centres offering examinations to:

- have in place procedures for candidates or their carers to request access to the enquiry about results, access to scripts and/or internal appeals systems
- ensure that the procedures are published, and are made widely available and accessible to all candidates or their carers
- have in place a procedure for lodging enquiries about results in cases where the centre supports an enquiry lodged by a candidate or carer
- have in place a formal procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.

ARRANGEMENTS FOR INTERNAL APPEALS REGARDING INTERNAL ASSESSMENT DECISIONS

The Code of Practice published each year by the regulators lays down requirements for all aspects of GCSE/DIDA/GCE/AEA/BTEC examinations with which Awarding Bodies and Centres must comply. Centres' responsibilities include having formal procedures in place and widely available for dealing with concerns about internal assessment procedures. The purpose of any such appeal will be to decide whether the process used for the Internal Assessment conforms to the published requirements of the awarding body and the examination Code of Practice.

Departments can decide whether candidates should be advised of their internally assessed marks. If internally assessed marks are issued, candidates must be made aware that these marks are subject to external moderation and therefore change. The Data Protection Act 1998 entitles candidates to request access to Centre marks.

However, given the misunderstanding that could arise if the marks were viewed as being finalised Centres may wish to treat them as confidential [unless explicitly requested by a candidate] until after the moderation process has been completed.

The Head of Centre has appointed the Exams Officer to manage appeals. The Exams Officer is responsible for disseminating information to all candidates and their carers about the appeals procedures and for informing the Head of Centre about the existence and outcome of all such appeals.

Should candidates not agree with the process that led to the assessment and the disagreement cannot be resolved by discussion between teacher and candidate then the candidate may appeal to the Exams Officer. The agreed appeals process will then be put into action.

This will be the final stage in the normal process of considering and resolving disputes.

It is expected that the following procedure will be used only in exceptional circumstances:

1. Appeals should be made in writing to the Exams Officer stating the details of the complaint and the reasons for the appeal. The appeal must be submitted before the end of the last week in May of the year in which the written examinations are taken.
2. A copy of the appeal will be given to the teacher[s] concerned in making the assessment, which is the subject of the appeal.
3. The teacher[s] can then respond to the appeal in writing and a copy will be sent to the candidate.

If the candidate is still unsatisfied with the process of Internal Assessment following the written response, they may request a personal hearing before an appeals panel.

☒ The appeals panel will comprise a member of the school's Senior Management Team and a Governor, neither of whom have previously dealt with the particular case.

☒ The request must be made within two days of the receipt of the written reply to the initial appeal. The candidate will be given reasonable notice of the hearing date and will be sent copies of relevant documents to the case [e.g. the marks given, the assessments made] in advance of the hearing. If a candidate is presenting his own case, then they will be allowed to be accompanied by a single carer/friend.

☒ The teacher[s] and candidate will have the opportunity to hear each other's submission to the panel at the hearing.

☒ The centre will maintain a written record of all appeals, which will include the outcome of an appeal and the reasons for that outcome. A copy will be sent to the candidate and, where appropriate, to their carer within seven working days of the appeal hearing.

☒ The centre will inform the Awarding Body if there is any change to an internally assessed mark as a result of an appeal.

ENQUIRIES ABOUT RESULTS PROCEDURES

Any student who wishes to query a mark/grade given by an Awarding Body following the issue of results should use the following procedure:

1. Liaise with subject teacher/Head of Department for their opinion and advice on the marks awarded
2. Read carefully the information given to them with their results slips regarding their Review of Marking and Access to Script options

3. Contact the Exams Officer by the deadlines given to obtain, complete the consent form and make the appropriate payment. Students are signing the consent form to confirm that they understand that marks/grades awarded can be lowered as well as raised. The costs of all requests are borne by the candidate.

4. The outcome of all enquiries will be forwarded to the candidate as soon as possible after they have been received by the Awarding Body. If the school does not agree to support the EAR

A candidate may appeal against the decision not to support an EAR request. Appeals should be made in writing to the Exams Officer, at least 5 working 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. The appeal information will be reviewed by the Exams Officer and a member of the Senior Leadership Team and the outcome of the appeal communicated to the candidate within 48 hours of receipt. The decision is final.