


ST BENEDICT'S CATHOLIC HIGH SCHOOL
incorporating
WEST CUMBRIA CATHOLIC SIXTH FORM CENTRE



Examinations Appeal Policy

Approved by: Mr J McQuirk, Chair of Governors 	Date: December 2020
New policy: December 2020	Author: Maureen Rothery, Examinations Officer
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Examinations Appeals Policy (Enquiries about results - EAR)

Purpose of the procedure

This procedure confirms St Benedict's Catholic High School compliance with JCQ's General Regulations for Approved Centres (section 5.3x) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration

This procedure covers appeals relating to:

- Centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal

Appeals relating to centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms St Benedict's Catholic High School compliance with JCQ's **General Regulations for Approved Centres** (section 5.13) that the centre will:

- have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an online application for a clerical re-check, a review of marking, a review of moderation or an appeal

Following the issue of results, awarding bodies make post-results 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 are also made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware/informed by letter sent via the school's normal communication systems.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check)
This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)
This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation)
This service is not available to an individual candidate

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

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 as set by JCQ.
- The Examination Officer will advise on the options available to query the mark/grade and the potential 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 school 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 school does not agree to support the EAR :

- (a) A student may appeal against the decision 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.