

Appeals Policy and Procedures for External Qualifications

Policy Control Page

Responsible Person	Sylvan Dewing - Head of Centre
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Purpose of the policy and procedures

Students at Exeter Royal Academy for Deaf Education (the Academy) are entered for a range of externally accredited qualifications. For many of these qualifications students, who are referred to as candidates for examination purposes, will complete coursework tasks and/or sit examinations. Some of this work is assessed internally and some is sent away to be externally marked.

This policy and procedures confirms the Academy's compliance with **JCQ's General Regulations for Approved Centres 2022-23** 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:

- *Internal assessment decisions (centre assessed marks)*
- *Centre decisions not to support a clerical re-check, a review of marking, a review of moderation or an appeal*
- *Centre decisions relating to access arrangements and special consideration*
- *Centre decisions relating to other administrative issues.*

It also demonstrates compliance with the **Signature Awarding Body** (BSL qualifications) requirements for centre approval.

General complaints regarding the delivery and/or administration of a qualification, such as quality of teaching, access arrangements or conduct of exams will be dealt with under the Academy's Complaints Procedure.

Appeals procedure against internally assessed marks

The Academy is committed to ensuring that internal assessments (including controlled assessments, coursework and portfolios of evidence) are marked and administered fairly, consistently and in accordance with the awarding body specifications and subject-specific associated documents.

This is ensured by:

- Subject staff having the necessary and appropriate knowledge, understanding, skills, and training in this activity
- Subject staff authenticating candidates' work according to the requirements and marking standards of the relevant awarding body
- A process of internal moderation and standardisation led by Subject Leaders/nominated subject staff, where a number of subject teachers are involved in marking candidates' work

On being informed of their centre assessed marks, an appeal against internal assessment decisions can be made, based on the above not being properly fulfilled.

Notes:

- *appeals may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.*

- *after candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation may lead to mark changes. This process is outside the control of the Academy and is not covered by this procedure.*

The Academy will:

1. 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. Inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria
3. Inform candidates that they may request copies of materials (for example, generally as a minimum, a copy their marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment
4. Having received a request for copies of materials (via the Exams Officer), promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that the originals will be shared under supervised conditions) **within three working days**
5. Inform candidates they will not be allowed access to original assessment material unless supervised
6. Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review they will need to explain what they believe the issue to be
7. Provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing **within three working days** of receiving copies of the requested materials and **a minimum of five working days** prior to the exam board's deadline. Candidates will need to complete the internal appeals form attached in this document.
8. Allow **five working days** for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks.
9. Ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review.

10. Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

11. Inform the candidate in writing of the outcome of the review of the centre's marking.

The outcome of the review of the centre's marking will be made known to the head of centre, who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of a review.

Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Appeals procedure against externally assessed marks (Joint Council for Qualifications Awarding Bodies)

Following the issue of results, the general qualification awarding bodies offer post-results services. Full details of these services, the availability of senior members of centre staff immediately after the publication of results (so that results may be discussed), internal deadlines for requesting a service and fees charged will be provided by the Examinations Officer/Teaching Staff to candidates prior to the issue of results.

Candidates are also informed of the arrangements for post-results services in their Exam Handbook and results email.

Appropriate post-result service(s) may be requested by centre staff or candidates (or their parents/carers) if there are concerns that a result may not be accurate.

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

Review of Results (three services):

- 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;
- Service 3 - review of moderation (this service is not available to an individual candidate)

Access to Scripts (two services):

- Service 1 - copies of scripts to support reviews of marking;
- Service 2 - copies of scripts to support teaching and learning

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 a review at the Academy's expense.

The Academy may request a copy of the candidate's script (only with the candidate's written consent) to help consider whether requesting a review of marking would be appropriate.

Candidates should be aware that Review of Results service 1 or 2 can result in the mark/grade being raised, confirmed or lowered. As a result, the Academy will require written consent before a request is submitted to the awarding body. Candidate consent will only be collected after the publication of results.

When the Academy does not uphold a request for review 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, during the investigation into the feasibility of requesting a review the Academy did not feel it appropriate to obtain a copy of the candidate's script, the candidate may pay the appropriate fee and a request will be made to the awarding body on the candidate's behalf. The candidate may wish to do this before requesting a review of marking, but is not obliged to do so.

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 Academy using the internal appeals form **at least five working days** prior to the internal deadline for submitting a review of marking.

The internal appeal information will be reviewed by the Examinations Officer and a member of the Senior Leadership Team. The outcome of the appeal will be communicated either by telephone, email or first class post, as appropriate, within 24 hours of receipt. The decision that is reached is final.

Appeals procedure following the outcome of an enquiry about results (JCQ)

Following the Review of Marking 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 Services and JCQ Appeals Booklet (A guide to the 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 Review of Results 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 and the Academy's internal appeal process. 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 **five working days** of the notification of the outcome of the enquiry. Subject to the head of centre's decision, this will allow the Academy to process the appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the review of results process. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on the internal appeals form (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 Academy.

Appeals procedure against decisions relating to access arrangements and special consideration

The Academy ensures that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and reasonable adjustments

In accordance with the regulations, the Academy:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

The Academy understands that failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the Academy which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments

Special consideration

Where the Academy can provide signed evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment.

The Academy may decide not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where the Academy makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted using the Internal appeals form within **five working days** of the decision being made known to the candidate.

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The candidate (or the candidate's parent/carer) will be informed of the outcome of the appeal within ten working days of the appeal being received. If the appeal is upheld, the Academy will proceed to implement the necessary arrangements/submit the necessary application].

Appeals procedure against Academy decisions relating to other administrative issues

Circumstances may arise that cause the Academy to make decisions on administrative issues that may affect a candidate's examinations/assessments. If this occurs:

If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied the regulations or followed due process, a written request setting out the grounds for appeal should be submitted using the Internal appeals form within **five working days** of the decision being made known to the candidate.

The head of centre will review the appeal and notify the candidate (or the candidate's parent/carer) within ten working days of the appeal being received.

Appeals procedure against externally assessed marks in British Sign Language Qualifications (Signature Awarding Body)

Signature provide an investigation service for assessment results ("Investigation Upon Results"). This service 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.

As Signature do not accept investigation requests from candidates directly, a query should be made to the Examinations Officer within **five working days** of receiving results. The Exams Officer will provide information on further deadlines and fees. It should be noted that Signature do not charge a fee if a candidate's result changes from 'fail' to 'pass' after an appeal.

The Academy will have a copy of the assessment media, so once a query has been raised teaching staff and, if appropriate, the head of centre will review the assessment and decide on the feasibility of requesting an investigation at the centre's expense.

When the Academy does not uphold a request from a candidate, the candidate may pay the appropriate fee, and an investigation request will be made to Signature on their behalf.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an investigation upon results, an appeal can be submitted to the centre using the **internal appeals form** at least **five working days prior to** the internal deadline for submitting an investigation request.

The internal appeal information will be reviewed by the Examinations Officer and a member of the Senior Leadership Team. The outcome of the appeal will be communicated either by telephone, email or first class post, as appropriate, within 24 hours of receipt. The decision that is reached is final.

Appeals procedure following the outcome of an investigation upon results (Signature)

Where the head of centre remains dissatisfied after receiving the outcome of an investigation upon results an appeal, either requesting an internal review or escalation to an external review, will be made to Signature. It is noted that the reviewing panel(s) (internal and external) will not re-mark the work or change the results but may refer the case back for reconsideration.

Where the head of centre is satisfied after receiving the outcome of an investigation upon results, but the 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.

The **internal appeals form** should be completed and submitted to the centre within **three working 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 Signature within the required timescales.

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
- the centre decision relating to access arrangements or special consideration
- the centre decision relating to an administrative issue

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 on a separate sheet 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/investigation upon 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/investigation upon 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:

Appeal against the centre decision relating to access arrangements or special consideration

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 centre decision relating to an administrative issues

Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated and returned to the Exams Officer, on behalf of the Head of Centre, to the timescale indicated in the internal appeals procedure.