

# **Candidates Right to Appeal Non-Examination/Coursework/Internal Assessment Decisions Policy (including protocols for Post Results 'review of marking' and Access Arrangements and Special Consideration stages)**

## **Purpose**

It is a JCQ requirement that students have the right to appeal against assessment decisions if they feel there are reasons to question an outcome. This policy ensures that:

- there are clear procedures for students to enable them to enquire about, question or appeal an assessment decision.
- that any appeal is recorded and documentation is retained for 18 months following the resolution of the appeal.
- that the Head of Centre facilitates the student's right of appeal.

## **Aim**

- To enable any student to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the students and the class teacher at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To protect the interests of all students and the integrity of the qualification.

## **Actions**

To do this, the school will:

- ensure all students are aware of their right to appeal assessment decisions and the procedures for doing so
- record, track and validate any appeal
- keep appeals records for inspection by the awarding body for a minimum of 18 months
- have a staged appeals procedure
- take appropriate action to protect the interests of other students and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- monitor appeals to inform quality improvement.

## **Responsibilities**

### **School:**

The school will inform students that they may request copies of materials to assist them in considering whether to request a review of the marking of their work. These materials must be made available to students in a prompt and accessible manner.

The school will ensure that the review is carried out by a teacher who has the appropriate competence and has had no previous involvement in the assessment of that candidate and has no personal interest in the review.

The outcome of the review of the assessment decision must be made known to the head of centre and logged as a complaint. A written record must be kept and made available to the relevant awarding body upon request. Awarding body moderation is not covered in this procedure.

### **Subject Leaders responsibilities:**

All Subject Leaders must implement a robust system of monitoring the marking of assessments. This should include all teachers:

- annotating work – to provide evidence to support their marks, using key phrases from the mark scheme, clearly showing how credit has been awarded.
- completing documentation – recording the feedback and guidance that has been given, follow awarding body guidance in entering marks.

In departments where there are several teachers undertaking the marking, the following process serves as good practice:

- Obtain reference material at an early stage in the course – In the first year of a new specification, participate in awarding body training.
- Hold a preliminary trial marking session prior to marking - compare standards through cross-marking a small sample of work, agree a common understanding of the assessment criteria
- Carry out further trial marking at appropriate points during the marking period
- After most marking has been completed hold a further meeting to make final adjustments or assign responsibility for comparing marks to the teacher responsible for internal standardisation
- Make final adjustments to marks prior to submission - If there are inconsistencies, ensure that the teacher(s) concerned make(s) adjustments to their marks and the teacher responsible for internal standardisation checks the new marks
- Retain evidence that internal standardisation has been carried out
- Keep candidates' work in secure storage until after the closing date for enquiries about results for the series concerned or until any appeal, malpractice or other results enquiry has been completed, whichever is later

### **Class Teacher:**

Responsible for providing clear achievement feedback to students. If assessment decisions are questioned, the class teacher is responsible for processing the student's appeal within the agreed time.

Where there is an informal request for a consultation over the marks awarded the class teacher should communicate this to their SL and SLT Line Manager.

### **Students:**

Responsible for completing the assessment on time and ensuring the work is handed in by the due date.  
Responsible for initiating the appeals procedure, in the required format and within the defined time frame when s/he has reason to question an assessment decision.

### **Head of Centre/Assistant Headteacher responsible for exams:**

Responsible for judging whether assessment decisions are valid, fair and unbiased.

## Appeals procedure stages:

This appeals process is contingent upon the students completing and handing in their work for assessment by the agreed deadlines. When these deadlines are missed it may not be possible to run the full appeals process to be followed.

- **Stage 1 (informal) – Student review of mark:** Students will be given **5 days** to review copies of assessment materials and to reach a decision over whether to request a consultation with their class teacher.
- **Stage 2 (informal) – Student requests a consultation with class teacher:** If the student has issues with the way the application of the exam boards marking criteria, the student can request a consultation with their class teacher to discuss their concerns. This must take place within **2 school days** of the receipt of request. This discussion does not form part of the formal appeals procedure
- **Stage 3 – Request for review of marking:** If following the consultation, the matter is unresolved, then the student must make a formal request for a review of marking within **2 school days of the consultation**. The request for a review must be in writing to the Examinations Officer outlining the concerns regarding the assessment decision and must identify at least one of the following issues:
  - Specific concerns in the application of the mark scheme
  - Specific concerns in the wider teaching and learning such as appropriate teacher knowledge, training, understanding and skill in centre assessed marking.
  - Specific concerns in the co-ordination and standardisation of marking.
- **Stage 4 – Review:** The review of assessment decision will be undertaken by the subject leader (unless the concerns relate to their assessment judgement. If this is the case then a suitably qualified member of the department will carry out the review). The review will be completed within **5 days**. The student will be notified of the findings of the review in writing. Should the student be dissatisfied with this written response, the student may then request an Appeal hearing
- **Stage 5 – Appeal:** The panel for appeal will comprise of the school's lead for Exams and the Examinations Officer (assuming none of whom have previously been involved with the student's appeal). The student will be informed of the date of the hearing and be given at least 3 days' notice. The student will be provided with a copy of all relevant documentation e.g. the marks given, the assessment marking criteria. The student will be allowed to be accompanied by a parent/carer or friend and can present their own case. The subject teacher and student will have the opportunity to hear each other's submission to the panel at the hearing. The decision from the hearing will be made in writing to the candidate within 2 days of the date of the hearing. **This decision is final.**

A written record of all appeals will be kept by the school and maintained by the Examinations Office. The Examinations Officer will inform the Awarding Examination Body should there be any change to an internally assessed mark, as a result of any appeal.

## Monitoring of appeals

This will be undertaken by a senior leader and will be used to inform development and quality improvement.

## **Post results 'review of marking' procedure stages:**

Post results 'review of marking' may be requested by centre staff or candidates.

A letter communicating all aspects of the appeals process and access to scripts / student materials will be emailed to parents and pupils prior to results day.

### **Review of marking – upheld by centre**

Review of marking should be considered if there are reasonable grounds for believing there is a review of marking required. If a result is queried, teaching staff and head of centre will investigate the advisability of asking for a review of marking at the centre's expense.

Should a 'review of marking' be advisable candidates will be requested to sign a consent form which informs them which specific paper will be reviewed and that based on the review grades can go up or down.

The exams department will make the application and notify candidates, head of centre and subject leader of the results of the 'review of marking'.

### **Review of marking – not upheld by centre**

When the centre, following a review of marks awarded and decision with the subject leader, line manager and head of centre does not uphold post results 'review of marking', a candidate may apply to have a post results 'review of marking' carried out. If a candidate requires this against the advice of subject leader, line manager and head of centre, they will cover the cost of the 'review of marking'.

Should a 'review of marking' not be upheld however the candidate still requests it they will be requested to sign a consent form which informs them which specific paper will be reviewed and that based on reviews grades can go up or down including the need to cover the cost of the 'review of marking'.

The exams department will make the application and notify candidates, head of centre and subject leader of the results of the 'review of marking'.

The Joint Council for Qualifications publishes a procedure for reviews of marking against its decisions and the Examination Officer will be able to advise students and parents of these procedures and deadline dates of each series of examinations.

### **Access to scripts / Student material:**

After the release of results, candidates may ask subject staff to request the return of papers/student material.

Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained. Once this has been requested a review of marking cannot be requested (unless allowed by the examination board).

## **Access arrangements and Special Consideration procedure stages:**

### **Access Arrangements:**

Access arrangements will be co-ordinated by the Assistant Headteacher with responsibility for SEND and follow the guidance given by JCQ.

All assessments for access arrangements will be carried out by the SEND department.

Teaching staff should inform their subject leader of an identified candidate and their need. Teaching staff should, with evidence of access arrangement, inform the SEND department who will carry out additional testing to ensure the correct access arrangements are applied should they be necessary.

Access arrangements will be applied for all assessment, mocks and GCSE exams for the individual and subject assessed for.

### **Special Consideration:**

Special consideration will be applied to individual candidates on a case by case base by the exams department.

The Senior Leadership team, Head of Key Stage or Head of year should inform the exams department of any concerns for an individual candidate in the lead up to or during the exam period which would result in a disadvantage to a candidate.

The exams team will identify, on the day of the exam, concerns with an individual student or cohort and their access to the exam. A record will be kept of any incidents or illnesses resulting in a disadvantage to an individual or cohort and, if meeting the criteria, special considerations will be applied.

A list will be collated during the exam period and kept by the exam's office of any individual and special consideration applications.

The exam officer and assistant headteacher with the responsibility for exams will make the applications.