



Assessment Appeals Policy

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1. Introduction

This policy addresses the situation where a student may wish to appeal against a grade or assessment decision, he/she has received for a qualification.

2. Access

Students are made aware of the existence of this policy and have open access to it. It can be found online at www.corfehills.net under Our School / Policies along with the appeals policies for each of the awarding bodies used by Corfe Hills School. All tutors are made aware of these policies and how to access them in order that students can be supported.

This policy is reviewed annually and may be amended in response to feedback from students, staff, parents, and external organisations.

3. Policy Statement

All students at Corfe Hills School have the right to make an appeal about any of the marks or assessment decision received for the qualifications they are undertaking. They also have a right to appeal if they think the procedure for special consideration or access arrangements has been incorrectly followed.

4. Appeals against assessment decisions.

If any student wishes to appeal a decision, they should follow the following procedure.

- a) If possible, speak to the member of staff responsible for teaching the qualification in the first instance about the reason they wish to appeal.
- b) The member of staff has a responsibility to explain to the candidate why he/she received the grade/mark.
- c) If the student is not satisfied with the explanation, the piece of work will be re-marked by another member of staff also involved with that qualification.
- d) The student will be informed of the outcome of the re-marking by letter.
- e) If the student wants to continue the appeal, they must contact this Assistant Head i/c Curriculum on rhardy@corfehills.net. They will then investigate and review all evidence to ensure correct procedures have been followed. The student will be informed of the outcome by letter.
- f) If the student wants to continue the appeal he/she must contact the exams officer (examsanddatateam@corfehills.net), who will provide the student with information about the appeals procedure for the relevant awarding body and explain what is involved. The exams officer will assist with the completion of any forms and will correspond with the awarding body on behalf of the student.
- g) The Headteacher will be informed of the outcome of the appeal, which will be logged as a complaint under the complaints procedure. A written report of the appeal will be kept and made available to the awarding body at their request. The awarding body will be informed should the appeal identify any significant irregularity.

5. Appeals against special consideration or Access Arrangements

If any students wishes to appeal as they feel special consideration or access arrangements were not correctly applied, they should follow the following procedure.

- a) If possible, speak to the member of staff responsible for special consideration (Exams officer) or Access arrangements (SENCO) about the reason they wish to appeal.
- b) The member of staff has a consider and respond to the applicant via email.
- c) If the student is not satisfied with the explanation, a formal review will take place with Head of centre informed. Head of centre will appoint a relevant member of staff to investigate. Contact can be made via headspa@corfehill.net.
- d) The student will be informed of the outcome of the appeal by letter.
- e) If the student wants to continue the appeal he/she must contact the exams officer (examsanddatateam@corfehills.net), who will provide the student with information about the appeals procedure for the relevant awarding body and explain what is involved. The exams officer will assist with the completion of any forms and will correspond with the awarding body on behalf of the student.
- f) The Headteacher will be informed of the outcome of the appeal, which will be logged as a complaint under the complaints procedure. A written report of the appeal will be kept and made available to the awarding body at their request. The awarding body will be informed should the appeal identify any significant irregularity.

6. Appeals, Remarks and Reviews of paper for external exams.

If a student wishes to have worked reviewed or remarked from an external assessment they must contact the exams officer (examsanddatateam@corfehills.net), who will provide the student with information about the procedure for the relevant awarding body and explain what is involved. The exams officer will assist with the completion of any forms and will correspond with the awarding body on behalf of the student. The student will be charged any relevant fees and an internal administration charge.

7. Complaints and Appeals

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, Corfe Hills encourages him/her to try to resolve this informally in the first instance.

If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

8. How to make a formal complaint

- Complete the complaints form (at end of this document) making reference to appendix A – possible grounds for complaints.
- Please contact via the email headspa@corfehills.net who will share the complaints procedure.
- This procedure details the process for all complaints in school.
- If the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted. This is detailed in the complaint's procedure.

Complaints and Appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your complaint/appeal

- Complaint/appeal against the centre's delivery of a qualification
- Complaint/appeal against the centre's administration of a qualification

Name of complainant/appellant	
Candidate name (if different to complainant/appellant)	
Please state the grounds for your complaint/appeal below:	
<p>If your grounds are lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say.</p> <p>Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate.</p> <p>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</p>	
Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)	
Complainant/appellant signature:	Date of signature:

This form must be completed in full - an incomplete form will be returned to the complainant/appellant

Appendix A

Grounds for complaint

A candidate (or his/her/parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

Teaching and learning

- Quality of teaching and learning, for example
 - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
 - Teacher lacking knowledge of new specification/incorrect core content studied/taught
 - Core content not adequately covered
 - Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment (centre assessed work), which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body.
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks
- Candidate unhappy with internal assessment decision
- Centre fails to adhere to its *assessment appeals procedure*

Access arrangements and special consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to record their personal data online (by the non-acquisition of a completed candidate personal data consent form)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment
- Candidate unhappy with centre decision relating to access arrangements or special consideration **Entries**
- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

Conducting examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (on-screen) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results

- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Centre fails to adhere to its *Assessment appeals procedure*
- Centre applied for the wrong post-results service/for the wrong script for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission