



Managing Examination Appeals Policy

1.0 Introduction:

This policy has been written in line with guidance from JCQ: A guide to the awarding bodies appeals processes: <https://www.jcq.org.uk/exams-office/appeals> and should be read in conjunction with the Titus Salt School policy for Managing Examinations Policy.

Examination Appeals can be made by pupils, parents and members of staff based on the following statement from JCQ:

Awarding bodies accept appeals in relation to three areas of their work. These are:

- Appeals against results – when a centre is still dissatisfied with an examination result or results following the post-results services process (clerical re-checks, reviews of marking and reviews of moderation).
- Appeals against malpractice decisions – following a decision to apply a penalty because of malpractice and/or maladministration in an examination/assessment.
- Appeals against decisions made in respect of access arrangements and special consideration.

In addition, some other administrative decisions, such as in cases of missing scripts, may be subject to review by awarding body officers.

It is the responsibility of everyone involved in the centre's examinations process to read, understand and implement this policy. Members of staff involved with examinations should be fully conversant with all JCQ regulations and are recommended to consult the relevant documents. To ensure internally and externally set examinations are carried out in accordance with JCQ Guidelines and meets the statutory responsibilities of Examination Centres the school has in place the following Team:

- **Headteacher (Named Head of Centre for Examinations)**
- **Assistant Head for Quality of Education Achievement (oversight of KS4)**
- **KS5 Leaders (oversight of KS5 Examinations)**
- **Exams Officer**
- **Exams and Data Assistant**
- **Data Operations Manager**
- **SENDCo (oversight of Health and Care Plans and associated access arrangements)**
- **Resourced Provision Leader (oversight of Health and Care Plans and associated access arrangements)**
- **Year Leader and Assistant Year Leader (day-to-day contact for pastoral care and support with access to examinations)**
- **Faculty and Subject Leaders (responsible for supplying accurate candidate examination entries)**

Titus Salt School is committed to ensuring that:

- Internal assessments are conducted by members of the teaching staff who have the appropriate knowledge, understanding and skills.
- Assessment evidence provided by the candidates is produced and authenticated according to the requirements of the awarding body for the subject concerned.
- The consistency of internal assessment will be maintained by internal moderation and standardisation.
- All pupil work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and regulations of the specification relating to the qualification.
- Will provide access to suitable courses through the access arrangement process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides for disabled candidates.
- Complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

2.0 Purpose of an Exams Appeals Policy

The purpose of this exams appeals policy is:

- To clarify the basis upon which an appeal may be made
- To define the process for managing an appeal

2.01 Acceptable grounds for appeal

Appeals will only be deemed valid when based on procedural irregularity in terms of the conduct of the examination or determination of the result.

Appeals will be deemed invalid and not upheld if based purely on the following:

- Academic judgement of examiners
- Extenuating circumstances affecting performance
- The candidate's lack of awareness of exam regulations and procedures

3.0 Appeals against Internal Assessment of Work for External Qualifications

Titus Salt School is committed to ensuring that whenever its members of staff assess pupils' work for external qualifications; this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments will be conducted by members of staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. Pupils' work should be produced and authenticated according to the requirements of the examinations board. Where a set of work is divided between members of staff, consistency should be assured by internal moderation and standardisation.

If a pupil feels that this may not have happened in relation to their work, they may make use of this appeals procedure. Note that appeals may only be made against the process that led to the assessment and not against the mark or grade.

The procedure for appeals against examination procedures:

- The pupil, or the parent or carer of a pupil, wishing to appeal against the procedure used in an internal assessment should do so in writing to the school's Examinations Officer as soon as possible in light of the event
- The deadline for appeal applications is 10 days prior to the start of the written examination series
- Internal appeals will be resolved by the date of the last externally assessed paper of the series (e.g. by the end of June for the summer series)
- Appeals should be made in writing to the Examinations Officer who will investigate the appeal. If the Examinations Officer was directly involved in the assessment in question, the Headteacher will appoint another member of staff with sufficient seniority to conduct the investigation. Likewise, if the Examinations Officer is not able to conduct the investigation for some other reason
- A panel, consisting of the Examinations Officer, a senior member of staff and a subject specific teacher will review the appeal.
- This enquiry will consider whether the procedure used in the internal assessment conformed to the published requirements of the awarding body and the JCQ Codes of Practice
- Consideration will be given to whether the original mark given is fair and just
- If necessary, comparisons will be made to other pupils' work to help determine a correct and appropriate mark
- A written response to the appeal will be sent to the candidate and their parents/carers within ten working days of the school receiving the appeal
- A written record of the appeal and the outcome will be kept on file at the school in line with GDPR regulations
- If a pupil or parent/carers is not satisfied with the written response then they will be referred to the school's complaints procedure

4.0 External assessments and qualifications

Enquiries About Results (EARs) should be made as soon as possible after publication of results and no later than the set deadline. Pupils will be made aware that EARs can result in the marks/grades being raised, confirmed or lowered.

Any pupil who wants to query a mark/grade awarded by an awarding body should adhere to the following procedure:

- Contact the Examinations Officer and the subject teacher as soon as possible in person to discuss the mark/grade. Allow at least five working days before the published deadline for EARs
- The Examinations Officer will advise on the options available to query the mark/grade and any costs involved in doing so
- Pupils must sign a consent form to confirm that they understand the consequences of an EAR; these forms will be issued by the Examinations Officer. Consent forms must be returned before an EAR can be valid
- If the EAR is successful, the fee will be refunded.
- If the school does not agree to support the EAR, a pupil may appeal against the decision not to support an EAR
- Appeals should be made in writing to the Examinations Officer, at least five working days before the published deadline for EARs
- The appeal should state the reason(s) for the appeal
- This appeal must be signed, dated and include the contact number and email address of the pupil, parent or carer
- The appeal information will be reviewed by the Examinations Officer and a member of the SLT.
- 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
- If the school does not support the EAR, the pupil may still proceed with the EAR at their own cost.
- The fee will be paid by the person lawfully responsible for finances of the pupil at the time the EAR is made. No enquiry will be processed until the correct fee is paid and consent form completed
- Requests must be made in person to the Examinations Officer before the published deadline for EARs
- If the enquiry is successful, the fee will be refunded to the pupil
- Outcomes following EARs will be forwarded by the Examinations Officer to the pupil as soon as they have been received from the awarding bodies

5.0 Appeals relating to Access Arrangements & Special Considerations

Titus Salt School will comply with the principles and regulation governing Access Arrangements and Special considerations as set out in the JCQ [Regulations and Guidance - JCQ Joint Council for Qualifications](#). We will ensure that all staff who manage and implement access arrangements and special considerations are aware of the requirements and are appropriately supported and resourced.

Titus Salt Schools 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 for special consideration.

The procedure for appeals against access arrangements & special consideration decisions:

- If a pupil or the parent or carer of a pupil, reasonably believes that the centre has not complied with its responsibilities or followed due procedure should submit a written request setting out the grounds for appeal to the school's Examinations Officer as soon as possible in light of the event
- Appeals should be made in writing to the Examinations Officer who will investigate the appeal. If the Examinations Officer was directly involved in the decision in question, the Headteacher will

appoint another member of staff with sufficient seniority to conduct the investigation. Likewise, if the Examinations Officer is not able to conduct the investigation for some other reason

- A panel, consisting of the Examinations Officer, and a senior member of staff will review the appeal.
- This enquiry will consider whether the procedure used to make the decision conformed to the JCQ regulations and Guidance
- A written response to the appeal will be sent to the candidate and their parents/carers within ten working days of the school receiving the appeal
- A written record of the appeal and the outcome will be kept on file at the school in line with GDPR regulations
- If a pupil or parent/carer is not satisfied with the written response, then they will be referred to the school's complaints procedure

Appeal outcomes

- All decisions of an EAR, regarding an awarding body, are final
- Following consideration of an appeal, the potential outcomes are likely to be as follows:
- The appeal is deemed invalid and is not upheld
- The appeal is valid and a minor procedural irregularity has occurred; however, its impact is not sufficient to justify a change of the examination outcome
- The appeal is deemed valid; however, there is uncertainty about the impact that the minor procedural irregularity had. The candidate will be given the opportunity to demonstrate their knowledge and skills in a subsequent attempt at the examination
- The appeal is upheld, in that a major procedural irregularity did occur which affected the candidate's result. The previously awarded score shall be corrected appropriately
- The appeal is upheld, and the necessary arrangements/special consideration applications will be submitted.
- Candidates will be notified of the outcome of their appeal, with reasons stated, within ten working days of the decision being agreed