

Exams policy – Internal Appeals

This policy applies to all pupils and staff of Abbot's Hill, including EYFS.

INTERNAL APPEALS PROCEDURE

For complaints concerning the procedures used in internal assessment of GCSE coursework.

In accordance with the Code of Practice for the conduct of external qualifications produced by JCQ, Abbot's Hill School is committed to ensuring that:

- Internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills.
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant Specifications for each subject.
- The consistency of internal assessment is assured through internal standardisation as set out by the Awarding Bodies.
- Staff responsible for internal standardisation and/or assessment attend any compulsory training sessions.

1. Written Appeals Procedure

- 1.1 Each Awarding Body publishes procedures for appeals against its decisions, and the Examinations Officer will be able to advise students and parents of these procedures.
- 1.2 Appeals may be made to the school regarding the procedures used in internal assessment, but not the actual marks or grades submitted by the school for moderation by the Awarding Body.
- 1.3 A student or parent wishing to appeal against the procedures used in internal assessments should contact the Examinations Officer as soon as possible to discuss the appeal, and a written appeal must be received by the School at least two weeks before the date of the last external exam in the subject.
- 1.4 On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Examinations Officer, the Head of Department and the Leadership Team line manager for the Department. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirements of the Awarding Body.
- 1.5 The appellant will be informed in writing of the outcome of the appeal, including details of any relevant communication with the Awarding Body and of any steps taken to further protect the interests of the candidates.

2. School Policy On Enquiries About Results

- 2.1 The school will support all enquiries about results provided:
- a) the candidate gives written consent
 - b) the candidate incurs all costs associated with the enquiry

Statement for Students:

- 2.2 “If at any stage during your exam courses you have concerns about the procedures used in assessing your internally marked work for public exams (e.g. coursework / portfolio / projects) you should see the Examinations Officer as soon as possible.”

3. Internal Assessment Procedure – Appeals

- This is to let you know how to appeal about the procedures used in internal assessment for work that contributes to a GCSE/GCE award.
- The procedure at Abbot’s Hill School will be supervised by the Examinations Officer.
- Any appeal will be considered by at least three members of Abbot’s Hill School staff, including the Examinations Officer and a member of the school’s Leadership Team.
- You will be allowed to be supported in the presentation of your case by a parent, guardian, or friend.
- A written record of all Appeals will be held in the Examinations Office. This will include a record of the outcome, including the reasons for that outcome. A copy will be sent to you.
- All Appeals will include a review of the procedure used at Abbot’s Hill School to award marks for internal assessments to ensure that this complies with the requirements of the Awarding Body, and the published Code of Practice.
- You must submit your complaint in writing ~~complete the relevant form~~ at least two weeks before the date of the final written examination paper in the subject that exam session. An internal Appeal will be resolved by the date of the final written examination paper of the session.
- Abbot’s Hill School will inform the Awarding Body of the outcome of any Appeal which has implications for the conduct of examinations or the issue of results at Abbot’s Hill School and full details of any Appeal will be made available to the Awarding Body on request.

4. How do I make an Appeal?

- You should seek advice from your tutor or relevant subject teacher.
- If you wish to make an appeal, please contact the Examinations Officer.

5. Enquiries about Results (public examinations)

- 5.1 An appeal may be made against a public examination result by a candidate or by her parents/guardians on her behalf. It is recommended that all candidates seek the advice of the relevant Head of Department prior to applying for an EAR. As a rule of thumb, candidates should not be advised to proceed with an EAR unless there are good reasons for doing so, e.g. if the candidate’s overall result is very close to the next superior grade boundary or when the result is evidently out of line with the candidate’s previous performance, in which case a Clerical Check (EAR Service 1) may be more appropriate.

Candidates and their parents must be informed of the EAR processes and fees in writing prior to the start of the examinations season, as per JCQ's new regulation. They must also be advised that results may go down as well as up following an EAR, which could in turn affect the overall grade awarded. Finally, candidates and parents must be made aware that, as of June 2017, should the Examining Body find that the mark originally awarded was 'reasonable' (within a certain, unpublished tolerance margin), the result may – and probably will - be upheld.

- 5.2 EAR forms will be available on Results Day and we aim to process them within five working days. Applications may be made directly with the Examinations Officer by e-mail if the candidate is unable to attend Results Day. No EARs will be processed without payment and cheques must be made payable to Abbot's Hill School. The Examinations Officer will print and file a copy of the acknowledgement e-mail. Upon receipt of the results (this may take several days or weeks depending on the Examining Body or nature of the enquiry), candidates will be informed of the outcome, typically by e-mail using one or more of the parental addresses registered on the school database; an copy of the outcome pdf from the Examining Body (or a printout from the relevant web page) will be e-mailed to them. The relevant Head of Department will be copied on all communications. Should the EAR result in a grade change, the fee or part thereof will be waived in accordance with the relevant Examining Body's policy and the cheque returned to parents by mail or destroyed upon request.
- 5.3 No EARs must be processed without the candidate's and their parents' consent under any circumstances, even at a Head of Department's request. The request form must be duly signed by the candidate and the Examinations Officer will keep a copy on file.
- 5.4 Some Heads of Department may wish to order copies of some candidates' scripts for teaching or training purposes. This can only happen with the written consent of the candidate. The candidate may well agree to their script being ordered and used in class but, unless they have clearly stated that they are happy for their name to remain on the script, it must be removed from all copies thereof.

BCS Appeals policy (ECDL qualification)

- Learners who are unhappy with any aspect of the assessment and award process should first discuss the problem with their Centre Manager (Examinations Officer). The reasons for dissatisfaction must be made clear by the learner at this time.
- The Centre will keep a record of such discussion together with date and outcome.
- If a learner is not able to resolve an appeal at the approved centre then she has the right to appeal to BCS. This may be done via the Centre Manager (Examinations Officer) or directly to the BCS Quality Assurance Team in writing. Learner appeals must be made to BCS as per the BCS Learner Appeals Policy within 20 days of the assessment.
- During any stage of the Appeals Procedure, the learner is entitled to be represented or accompanied, should they wish.
- Assessments are undertaken using automated testing software which has been approved by the ECDL Foundation. In the event of a learner raising a complaint, the assessment report that will have been produced by the system will be fully discussed with the learner.

- An action plan will be agreed and a further assessment date scheduled. In some circumstances, the learner may be offered a free re-test (e.g. if there has been hardware or software problems)
- Learners can make the complaint directly to BCS in exceptional circumstances where they feel there was a significant breach by the training provider of their policy or BCS policies. In such cases, they must do so in writing and provide BCS with their full name, contact details including an email address (where applicable) and a daytime telephone number along with a full description of their complaint (including the subject matter and dates and times if known), the date and location of the course / examination if applicable, any names of the people they have dealt with so far, copies of any supporting documentation to do with the complaint and any previous correspondence with their training provider if applicable. BCS will acknowledge receipt of the complaint within 2 working days, letting the learner know who will be investigating the complaint. The complaint will be investigated by someone who has no personal interest or involvement in the matter of the complaint. If the complaint is complex it is possible that timescales may exceed 20 working days, but BCS will contact the appellant to advise them if this is the case. At the end of the investigation, BCS will contact the learner to inform them of their decision. If the appellant disagrees with the decision, she can appeal the decision by writing to the Channel Partner Quality Manager. If she is still unhappy with the decision taken by BCS in reviewing the complaint, she can, where relevant, take the matter through BCS's appeal arrangements which are outlined in their Learner Appeals Policy or Training Provider Appeals Policy, which can be found on their website.

In exceptional circumstances, such as those experienced during the Covid-19 pandemic, we reserve the right to update this procedure. This policy is therefore subject to change at short notice. In the event that this is required, people will be informed as soon as reasonably practicable.

Signed

Issue Date: May 2021

Review Date: May 2022 or earlier if major change



Mrs Kathryn Gorman

Head