



BENSHAM MANOR School

Appeals Policy

(RELATING TO EXTERNAL COURSEWORK & EXAM RESULTS)

Last reviewed: November 2016



RATIONALE

This policy covers the marking and assessment of coursework that is produced as part of the external coursework requirements of exam boards used by Bensham Manor School as part of the external accreditation process. It covers only that work which is set either in school or by school staff. Where work is produced for and assessed by, outside agencies such as Further Education Colleges procedures relating to those institutions should be followed. This policy does not cover work produced for end of Key Stage assessments or for internal school assessment purposes. This policy also covers appeals relating to exam results for externally assessed qualifications.

APPEALS AGAINST INTERNAL ASSESSMENT OF EXAM WORK (including vocational assessments)

Bensham Manor School is committed to ensuring that whenever its' staff assesses students work for external qualifications, this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments are conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. Bensham Manor is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the relevant specifications for each subject and exam board. Where work is divided between staff, internal moderation and standardisation will ensure consistency and in the case of Vocational subjects will include monitoring where appropriate by internal verifiers, lead internal verifiers, quality nominees and external verifiers.

If a student feels that this may not have happened in relation to his/her work he/she may make use of the appeals procedure. Note that appeals may only be made against the process that led to the assessment and not against the mark or grade submitted by the centre for moderation by the awarding body. A copy of the appeals procedure will be supplied to students as part of their exam preparation. All exam boards are working towards a common set of procedures for dealing with appeals and at Bensham Manor we are committed to supporting this process by following the Code of Practice published by the regulators for England, Wales and Northern Ireland.

DEFINITION OF AN APPEAL

For the purposes of this document an appeal is a request to review the outcome of any decision reached by an exam board concerning the marking of work, exam results and the outcome of an investigation into malpractice. A definition of malpractice can be found in the schools' policy regarding malpractice.

AREAS WHERE APPEALS MAY BE MADE

Exam Boards will accept appeals in relation to 3 areas of their work:

- Appeals against results
- Appeals against malpractice decisions.
- Appeals against decisions regarding access arrangements and special consideration.

In addition, some administrative decisions, such as missing scripts or coursework may be subject to review by awarding body officers.

APPEALS PROCEDURE COVERING PROCESS

1. Appeals should be made as early as possible and at least two weeks before the end of the relevant exam period, eg 2 weeks before the last Entry Level Exam or 2 weeks before the last GCSE exam for which the candidate is entered.
2. Appeals should be made in writing by the candidate's parent/carer to the exams officer (EO), who will investigate the appeal with at least 2 other members of staff who have not been involved in the assessment in question.

3. The Head Teacher will appoint another member of staff of similar or greater seniority to the EO to conduct the appeal if the EO was directly involved in the assessment. Similar arrangements will be made if the EO is unable to conduct the appeal for some other reason.
4. 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 and the examinations code of practice of the QCA.
5. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and the changes made to the procedure relating to internal assessment.
6. The outcome of the appeal will be made known to the Head Teacher and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

APPEALS PROCEDURE COVERING ALLOCATION OF MARKS

At times a candidate may not agree with coursework marks awarded by a teacher. If the disagreement cannot be resolved by discussion between the teacher and the candidate, then the candidate, via their parents/cares may appeal to the EO in writing stating clearly the details of and reasons for the complaint. The complaint must be made in line with point 1 above. The EO will then put in place the appeals procedure. Where the EO is directly involved with the candidates work, or is unavailable to lead the process the Head Teacher will appoint another member of staff to lead the appeal in line with the criteria laid down in point 2 above. As part of this process the following will happen.

1. The candidate will be given a written response to their complaint explaining the allocation of marks.
2. If the candidate is not satisfied with this a personal hearing will be held within 2 days of a further written request. The teacher(s) concerned should be present plus the candidate and 1 person who they request, usually a parent or carer.
3. The EO will conduct the appeal or their replacement and a written record kept, a copy of which will be supplied on request to the candidate.
4. The candidate will be informed in writing of the outcome of the appeal.
5. Where necessary the school will inform the exam board of the change to any internally assessed mark.
6. Should this not resolve the issue the school will inform the exam board and the candidate will be given a contact address should they wish to pursue the matter.

EXTERNAL MODERATION OF WORK

After work has been assessed internally, it is moderated by the awarding body to ensure consistency between centres. Moderator's reports are sent back to the school in accordance with exam board procedure. These reports are discussed by the Head Teacher with EO and relevant staff. They will also form part of the School's own evaluation process and will be made available to the governing body. During external moderation marks are frequently altered across the range of external exams. This is outside the control of individual centres and is not covered in this policy. Where candidates have concerns about the altering of coursework marks they should appeal directly to the awarding body. The EO will provide a copy of the relevant appeals procedure applying to that awarding body. Where the Head Teacher, after discussion with relevant staff, feels there may be grounds for an appeal to the board the school will support this as far as is reasonably possible.

FINAL APPEALS PROCEDURE

In the event that the centre does not feel able to support a candidates appeal or enquiry regarding either internal or external decisions the centre will provide full reasons for this position. In reaching this conclusion the centre must take account of all relevant factors and make sure the candidate has a reasonable opportunity to express their views. The centre will make candidates aware of the enquiries and

appeals service, which is offered by the Examinations Appeals Board (EAB), and that this service applies where normal enquiries and appeals procedures have been exhausted.