



BENSHAM MANOR School

Appeals Policy

(RELATING TO EXTERNAL COURSEWORK & EXAM RESULTS)

Last reviewed: October 2019



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. Candidates are able to appeal about any of the outcomes received for the qualifications they are undertaking.

Candidates are made aware of the existence of the policy and how to make an appeal in the Key Stage 4 handbook given to all pupils in year 10.

The policy may also include the procedure for making such an appeal

APPEALS AGAINST INTERNAL ASSESSMENT OF EXAM WORK/COURSEWORK/ASSESSMENTS (including vocational assessments) for all exam boards

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.

An appeal may also be made against the centre's delivery or administration of a qualification.

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

Reviews of marking - centre assessed marks

(GCSE controlled assessments and GCSE non-examination assessments)

Bensham Manor is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Bensham Manor is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

1. Bensham Manor will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. Bensham Manor will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
3. Bensham Manor will, having received a request for copies of materials, promptly make them available to the candidate.
4. Bensham Manor will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of marking **must** be made in writing.
6. Bensham Manor will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
7. Bensham Manor will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.

8. Bensham Manor will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The candidate will be informed in writing of the outcome of the review of the centre's marking.
10. The outcome of the review of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

EXTERNAL MODERATION OF WORK

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Bensham Manor.

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 candidate's 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.

JCQ Guidance

The JCQ and its awarding body members (AQA, CCEA, OCR, Pearson and WJEC) wish to remind centres that candidates must now be informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.

Centres **must** plan to complete the following activities ahead of the awarding bodies' published deadlines for the submission of marks.

The centre **must**:

- inform each candidate with an entry for centre assessed work of the mark(s) awarded and advise them that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment†;
- having received a request for copies of materials, promptly make them available to the candidate;
- provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision;
- allow sufficient time for the review to be carried out, make any necessary changes to marks and inform the candidate of the outcome, all before the awarding body's deadline;
- ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the outcome of the review‡;
- instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre;
- inform the candidate promptly in writing of the outcome of the review of the centre's marking.

†These materials could include a copy of their marked work, the relevant specification and associated subject-specific documents.

‡This may be a third party, provided that they meet the conditions defined above.