



# Examinations Appeals Procedure including EAR (Enquiries about results)

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0.1	SLT	5-10-2016	Pre-Edited Document
1.0	SLT	7-10-2016	Removed section on private candidates

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Achieving excellence together

Aldridge School An Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff, students and volunteers to share in this commitment.

## **Examinations Appeals Procedure including EAR (Enquiries about results)**

The code of practice requires centres offering examinations to:

- Have in place procedures for access to scripts.
- Ensure that internal candidates are made aware that all post-results service requests must be made through the centre.
- Ensure that candidates have provided their confirmed written consent for re-marking and access to scripts services offered by the awarding bodies.
- Have in place an internal appeals procedure made widely available and accessible to all candidates.

### **Internally assessed work**

Aldridge School is committed to ensuring that when its staff assess pupils work for external qualifications that this is done fairly, consistently and in accordance with the specification for the qualification concerned; along with the GCSE, GCE, VCE, GNVQ and AEA Joint Council Code of Practice.

Assessments are conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. The centre is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject. Where a set of work is divided between staff, internal moderation and standardisation will ensure consistency. If a pupil feels that this may not have happened in relation to his/her work, s/he may make use of this appeals procedure:

1. Appeals should be made as early as possible and at least two weeks before the end of the last externally assessed paper in the examination series (e.g. the last GCSE written paper in the June GCSE exam series).
2. Pupils who wish to appeal against the procedures used to arrive at internally assessed modules, should initially raise any concerns with their subject teacher. If there is no resolution then the matter should be passed to the Faculty Leader. Where this does not satisfactorily address the concern, the matter should be drawn to the attention of the Examinations Officer who will consult with the Head teacher. If the concern is still not resolved to the satisfaction of the candidate then a request should be made in writing for the matter to move to a formal appeal.
3. Where possible the appeal panel will consist of three members of staff who have not been involved in the internal assessment decision. The member of staff who has assessed the work will be present at the appeal panel. The panel will be convened by the Examinations Officer.
4. Should the pupil be required to put their case to the panel they can be supported during the presentation by a parent/guardian/responsible adult.
5. There will be a written record of the appeal, including the decision reached and the reasons for this decision. A copy of this will be sent to the pupil. A written record will be kept and made available to the awarding body upon request.
6. Should the appeal bring any significant irregularity to light, the awarding body will be informed, as this will affect the issue of results at the centre.

After work has been assessed internally, it is moderated by the awarding body to ensure consistency between centres. Such moderation frequently changes the marks awarded for internally assessed work. That is outside the control of Aldridge School and is not covered by this procedure.

### **Policy on EARs (Enquiries about Results)**

Any student who wishes to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

1. Contact the Examinations Officer and the subject teacher as soon as possible (but at least 5 working days before the published deadline for EARs) in person to discuss the mark/grade.
2. Students should be aware that EARs can result in marks/grades being raised, confirmed or lowered. Students must sign a consent form to confirm that they understand the consequence of an EAR. Consent forms will be issued by the Examinations Officer.
3. The subject teacher will review the students marks/grades and discuss with the Head of Department, where relevant, on the appropriate action taking into account the breakdown of marks, the grade boundaries and the students predicted grades.

#### **If the Department agrees to support the EAR:**

- a. The request, together with the students consent form, should be passed to the Examinations Officer before the published deadline for EARs. Responsibility for the cost of the enquiry will be agreed in advance with the department.

#### **If the School does not agree to support the EAR:**

- b. If the centre does not support the EAR the student may still proceed with the EAR but all costs involved will be paid by the student at the time the EAR is made. No EARs will be made until fees are paid. Requests must be made in person to the Examinations Officer before the published deadline for EARs. The Examinations Officer will advise on the costs involved in this process.
4. Outcomes following EARs will be forwarded by the Examinations Officer to the student as soon as possible after they have been received from the Awarding Bodies.

### **For Automated Assessment**

Candidates who sit an automated assessment and are unhappy with any aspect of the assessment process should first discuss the problem with Examinations Officer. This discussion should take place as soon as possible (where an issue is identified at the time of assessment) or within 5 working days of receiving their result. The candidate must make the reasons for the complaint clear at this time. The following procedure will be applied:

1. In the event of a candidate raising a complaint, the assessment report that will have been produced by the system will be fully discussed with the candidate (where applicable).
2. An action plan will be agreed and a further assessment date may be scheduled. In some circumstances the candidate may be offered a free re-test (e.g. if there had been hardware or software problems).
3. If the candidate is unhappy with the decision of the Examinations Officer the candidate must write to the Centre Manager (head teacher) within 5 working days who will fully review the complaint and attempt to find a solution.
4. The Centre will keep a written record of each stage of the process with dates and outcomes.

5. If the candidate is still unhappy then he/she has the right to appeal to the AB (Awarding Body) within 20 days of the test. This may be done via the Centre Manager or direct to the AB in writing. The address will be supplied on request.
6. The AB will investigate the circumstances of the appeal and make a report to the appeals panel. In very exceptional cases, the appeals panel may request the Examinations Officer possibly accompanied by the candidate, to attend a meeting of the panel to provide further explanation of the circumstances of the appeal.
7. Appeals panel decisions will be given in writing to the Examinations Officer. The outcome of any appeals are final.

### **Access to Scripts**

After the release of results, candidates and teachers may request an exam script to be returned for investigations or teaching purposes.

### **Scripts requested by candidates**

Students who wish to have a script returned should follow the following procedure:

1. The student should contact the Examinations Officer at the earliest opportunity.
2. The student will be instructed of the fee for this service. Scripts will not be requested until the fee has been received.
3. For GCE students, scripts may be returned using the priority photocopy service to help a candidate decide if he/she wishes to have that script remarked. This service may only be requested within the published deadline. Students are advised that if they are considering a priority **remark** then they should **not** request a priority copy of a marked script. If they do so, the script will not be returned before the deadline expires for the priority remark service.
4. All scripts requested by students shall be returned at the earliest opportunity. Students are instructed that where an original script has been returned it must not be written on or tampered with.

Once an original script has been returned to a centre, the security of that script has been compromised and it cannot be subject to any further EAR's.

### **Scripts requested by teachers**

Staff who have requested scripts will follow the following procedure:

1. Any scripts requested by Aldridge School will only be viewed by current members of staff and not be shared with any external agencies.
2. Where scripts will be used as examples for other students, the candidate will be contacted to give their consent. Candidates who grant their permission have the right to anonymity of their scripts before use. Should the student wish to exercise their right to anonymity, the student's name and candidate number shall be removed from the paper.