



ALSOP HIGH SCHOOL

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## Exams - Appeals Procedures

<b>Document control table</b>			
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<b>Version number:</b>		1	
<b>Date approved:</b>		September 2019	
<b>Approved by:</b>		Governing Body	
<b>Date of review:</b>		December 2021	
<b>Links to</b>			
<b>Document History</b>			
<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Note of revisions</b>
V1			

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## **Introduction**

The Alsop High School Technology and Applied Learning Specialist College is committed to offering equal access to all students to the examinations system as laid down by the Code of Practice produced by the Joint Council for Qualifications for GCSE, GCE, BTEC, Applied General/Technical level, Entry Level and OCR Cambridge Nationals.

It is the aim of the Alsop High School Technology College that all students fulfill their examination potential.

It is the responsibility of everyone involved in the exam processes to read, understand and implement this policy.

The purpose of this policy is to ensure the school has an efficient appeals procedure with clear guidelines for all relevant staff.

This policy covers the following qualifications:

- GCSE
- GCE
- BTEC
- Applied General/Technical level
- Entry Level
- OCR Cambridge Nationals

## **Exam Responsibilities**

### **Head of Centre**

The Head of Centre has overall responsibility for the school as an examination centre.

The Head of Centre also has responsibility for processing appeals.

### **Deputy Head of Centre**

The Deputy Head of Centre is responsible for liaising between the SLT, HOF and the Examinations and Data Team.

The Deputy Head of Centre is responsible for investigating and advising on appeals and remarks.

The Deputy Head of Centre is responsible for the updating of all examination related policies.

To liaise with SLT, HOF, Subject Staff and Candidates to ensure they understand the exam regulations regarding appeals.

### **Examinations and Data Team**

The Examinations and Data Team are responsible for informing the Head of Faculty when an appeal is being processed.

It is the responsibility of the Examinations and Data Team to guide candidates through the appeals procedure and submit a written report on the outcome.

### **Heads of Faculty**

The Head of Faculty is responsible for discussing the appeal with the Deputy Head of Centre and collating any relevant supporting evidence.

## **Appeals – Internal Procedures**

If a candidate or member of staff has a concern about the actions of an Awarding Body covered by one of the appeal types listed, they need to inform their HOF.

It is then the responsibility of the HOF to discuss the situation with the Deputy Head of Centre. If both agreed there is a case to appeal, the HOF will collect all evidence and documentation to support the appeal.

- Appeal is regarding examination results then an application for an enquiry about results will need to be processed by the Exams and Data Team. Following the enquiry about results both the HOF and Deputy Head of Centre feel there is still a case. They will present all evidence to the Head of Centre.
- Appeal is about malpractice or access arrangements and special consideration the HOF and Deputy Head of Centre will present the case to the Head of Centre.

If the Head of Centre agrees that there is evidence to appeal and all the recommended documentation has been consulted, an appeal can be submitted either by a written request or on the JCQ App1 form.

The types of appeals, relevant information and outcomes are summarised in this document. For full details please refer to the JCQ document 'A guide to the awarding bodies' appeals processes <https://www.jcq.org.uk/exams-office/appeals>

Once the appeal is underway the Head of Centre may request further evidence from candidates, staff, HOF and the Deputy Head of Centre.

## **Types of Appeals**

There are three types of appeals that will be accepted by the Awarding Bodies. They are:

- **Appeals against the outcomes of enquiries about results**

- **Appeals against decisions made in cases of malpractice**
- **Appeals relating to access arrangements and special consideration.**

Awarding bodies will only accept appeals from the Head of Centre.

## **Appeals against the outcomes of enquiries about results**

This appeal is where a Centre is dissatisfied with an exam result or the outcome of an enquiry about results. The Head of Centre can appeal on behalf of internal candidates against the outcome of a clerical re-check, a review of marking or a review of moderation. Parent/carers must not appeal directly to an awarding body.

Appeals cannot be submitted until after the outcome of the relevant post-results service. Once this has been completed if the Head of Centre is still dissatisfied an appeal can be processed. It is recommended that the following documentation be consulted before proceeding.

The regulator's Code of Practice and the JCQ publication Post Results Services – Information and guidance to centres

<https://www.jcq.org.uk/exams-office/post-results-services>

If after consulting the above documentation the Head of Centre still feels the awarding body has not followed the relevant procedures an appeal can be submitted.

The appeal should be either a written request or on the JCQ App1 form. This must clearly state the nature of concern and the reasons for it.

**The appeal must be made within 30 calendar days of receiving the outcome of the enquiry about results.**

Where a copy of a script has been requested, the appellant is allowed 15 calendar days from the provision of the script to submit an application for an appeal.

An awarding body will use various mechanisms to decide whether to accept an appeal or not. This may be one of the following:

- Committee
- Sub-committee
- An officer.

The following are taken into account when deciding if an appeal will be accepted or not:

- Grounds for the appeal
- Whether an EAR has been completed
- Timescale of the application.

If an appeal is not accepted, the reason(s) will be given.

Once an appeal is accepted, an investigation will take place. This will look into

- candidates' results
- Centre's results
- Awarding body's procedures.

An investigation doesn't generally review the candidates' work. Regardless of this, if an original script has been requested through the Access to Scripts service, it can't form part of an EAR or appeal.

### **Preliminary Appeal**

A preliminary appeal involves an officer of the awarding body who has not been previously involved examining the case.

The officer will take into account the written report and investigate the full range of processes involved in, and leading to, the award of grades.

After the preliminary investigation the appeal will either be rejected or upheld. If upheld any further work on the candidates' scripts or results will be undertaken in full accordance with the awarding body and inter-board JCQ procedures.

Once completed a report detailing the awarding body's decision will be sent to the Head of Centre outlining the next available of the appeals process. If the Head of Centre is still dissatisfied an Appeal hearing can be requested. This should be done either in writing on a JCQ App1 form, **within two calendar weeks of receipt of the preliminary appeal outcome letter.**

The awarding bodies aim to complete a preliminary Appeal within six weeks of the receipt of the application.

### **Appeal Hearing**

An Appeal Hearing is made up of three or four individuals who are not directly employed by the awarding body and consists of at least one 'independent member' as defined by the Code of Practice. The independent member will not have been employed or have other responsibilities with the relevant awarding body for at least five years and will make themselves known at the beginning.

All members of the hearing will have been trained in the task of deciding appeals and have not had a previous connection with or any personal interest in the case.

This hearing is to ensure the Head of Centre has a formal opportunity to present their case in accordance with the Code of Practice.

The application for an appeal hearing must clearly set out both the grounds of appeal and all supporting documentation. All relevant documentation must be included as there are limited opportunities later in the process to submit documentation.

The Head of Centre or an appropriate representative must attend the appeal. Any representative relevant to the case may be called but all names and addresses must be provided to the awarding body no later than 7 days before the date of the hearing.

The hearing will take the form of a re-examination of the evidence provided to and by the awarding body.

Once the appeal has been heard the panel will deliberate in private. On reaching a decision, the panel will consider whether the awarding body's procedures were consistent with the regulator's Code of Practice and were properly and fairly applied.

The panel may decide to allow or reject the appeal. If allowed the panel may:

- Refer the matter back to the awarding body
- Direct the awarding body to carry out further work.

The decision will be sent to the Head of Centre no later than five working days after the hearing and a draft report within 28 calendar days.

## **Appeals against decisions made in cases of malpractice**

Malpractice is a term used to describe all forms of irregularity or breaches of the JCQ regulations and awarding body requirements in examinations and assessments.

There are various types of malpractice:

- Plagiarism
- Unauthorised material
- Maladministration
- Security breach.

In malpractice cases decisions are based on an inter-board agreement. Please refer to the JCQ publication Suspected Malpractice in Examinations and Assessments: Policies and Procedures.

<https://www.jcq.org.uk/exams-office/malpractice/suspected-malpractice-in-examinations-and-assessments-2018-19>

The Head of Centre may appeal against a case of malpractice on behalf of a candidate, member of staff or invigilator.

The appeal should be either a written request or on the JCQ App1 form. This must clearly state the grounds for appeal and include any relevant evidence to support the appeal.

**The appeal must be made within 14 calendar days of receiving the malpractice decision.**

Once an appeal is received by the awarding body they will contact the Centre to acknowledge receipt and advise on the process. The appeal will then be checked by an officer or committee of officers. They may:

- Refer back to the awarding body
- Refer to an Appeal hearing
- Reject the appeal.

If the appeal is submitted the case will follow the same layout as an Appeal hearing. A request for an Appeal hearing must be made within two calendar weeks of receipt of the preliminary Appeal outcome.

The decision of a Malpractice Appeals Committee is final and there are no further avenues of appeal.

## **Appeals relating to access arrangements and special consideration**

Access arrangements and special consideration decisions are based on an inter-awarding body agreement, set out in the JCQ publication Access Arrangements and Reasonable Adjustments and A guide to the special consideration process.

<https://www.jcq.org.uk/exams-office/Access-Arrangements-and-Special-Consideration>

After consulting the relevant documents, the Head of Centre may appeal on the behalf of a candidate or group of candidates.

The appeal should be either a written request or on the JCQ App1 form. This must clearly state the grounds for appeal and include any relevant evidence to support the appeal.

Before appealing, it may help if the Head of Centre discusses the situation with the awarding body's appeals officer, sometimes this resolves the matter without going to appeal.

**The preliminary appeal must be made within 14 calendar days of receiving the original decision letter.**

The appeal follows the layout of the preliminary appeal.

Once completed a report detailing the awarding body's decision will be sent to the Head of Centre. If the Head of Centre is still dissatisfied an Appeal hearing can be requested. This should be done either in writing or on the JCQ App1 form, **within 14 calendar days of receipt of the preliminary appeal report.**

The decision of the Appeal hearing panel regarding access arrangements will be final.

## Policy Review

Information for this policy has been obtained from the JCQ publication A guide to the awarding bodies' appeals processes

<http://www.jcq.org.uk/exams-office/appeals/jcq>

downloaded September 2019.

This appeals policy will be reviewed by the Head of Centre, Senior Leader for Examinations and the Examinations Officer annually.

The policy is next due for review on 1<sup>st</sup> July 2020.

_____	Head of Centre
_____	Senior Leader Examinations
_____	Examinations Officer
_____	Assistant Examinations Officer