Braidwood School

# Appeals Policy (exams) 2023-2024

This plan is reviewed annually to ensure compliance with current regulations

| Approved/reviewed by | |
|---|---|
| | |
| Date of next review | |

## Purpose of the procedure

This procedure confirms Braidwood Trust School for the Deaf's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3x) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration
- draw to the attention of candidates and their parents/carers its written internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an application for clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

## Appeals relating to internal assessment decisions (centre assessed marks)

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Braidwood School for the Deaf and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

This procedure confirms Braidwood School for the Deaf compliance with JCQ's General Regulations for Approved Centres 2023-2024 (section 5.7) that the centre will:

- have in place and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates
- before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

This notice is to let you know how to appeal about the procedures used in the internal assessment and marking of qualifications.

Braidwood Trust School for the Deaf (Braidwood) is committed to ensuring that whenever its staff mark candidates controlled assessment/coursework 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. Braidwood is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is involved in marking candidates work, internal moderation and standardisation will ensure consistency of marking.

If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

An appeal may only be made against the assessment process and not against the mark submitted to the awarding body.

Braidwood Trust School for the Deaf is committed to ensuring that whenever its staff mark candidates' work, it is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Braidwood Trust School for the Deaf ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management non-examination assessments). This policy details all procedures relating to non-examination assessments, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Braidwood Trust School for the Deaf 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.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark standards to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

Braidwood Trust School for the Deaf 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.

- inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of work submitted

- inform candidates that they may request copies of materials (generally, as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) 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 (or for some marked assessment materials, such as artwork and recordings, inform the candidate that the originals will be shared under supervised conditions) within 2 calendar days.

- Inform candidates they will not be allowed access to original assessment material unless supervised

- provide candidates with sufficient time to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review they will need to explain what they believe the issue to be

- provide a clear deadline for candidates to submit a request for a review of the centre's marking. Appeals should be made as early as possible, and no later than two weeks before the last timetabled examination in the series (e.g. the last GCSE written paper in the June GCSE examination series). Requests will not be accepted after this deadline.

- allow 5 calendar days 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 for the submission of marks

- ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question 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 candidates that appeals must be made in writing by the candidate's parent/carer to the Exams Officer using Form AP1

- provide a communicator/interpreter to assist the candidate in making an appeal

- appoint a senior member of staff, i.e. the Deputy Headteacher or Assistant Headteacher, to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject

- ensure appeals are considered by at least three members of Braidwood School staff, including your Tutor

- determine whether the process used for internal; assessment conformed to the awarding body's specification and subject-specific associated document

- keep a written record of all appeals which will be held in the Examinations Office. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body, and any changes made to the internal assessment process.

- inform the candidate in writing of the outcome of the review of the centre's marking

The outcome of an appeal of the centre's marking will be made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed.

The awarding body will be informed if the centre does not accept the outcome of a review.

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 of Braidwood's control and is not covered by this procedure.

## Appeals relating to centre decisions not to support an application for a clerical check, a review of marking, a review of moderation or an appeal

- This procedure confirms Braidwood Trust School for the Deaf's compliance with JCQ's General Regulations for Approved Centres 2023-2024 (section 5.13), that the centre will *"have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal*"

Following the issue of results, awarding bodies make post-results services available. Candidates are also made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the availability of senior members of centre staff immediately after the publication of results so that results may be discussed and decisions made on the submission of reviews of marking.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

**Reviews of Results** (RoRs):

- Service 1 (Clerical re-check)
  This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Service 3 (Review of moderation)
  This service is not available to an individual candidate

**Access to Scripts** (ATS):

- Copies of scripts to support reviews of marking
- copies of scripts to support teaching and learning

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

Where the centre upholds the request for a review, they will;

- Consider accessing the script by:
    - (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
    - (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
- Collect informed written consent/permission from the candidate to access his/her script
- On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
- Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified]
- Collect informed written consent from the candidate to request the RoR service before the request is submitted
- Where relevant, advise an affected candidate to inform any third party (such as a college) that a review of marking has been submitted to an awarding body]

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the centre. If a candidate chooses to pursue a post-result service, they must contact the centre Exams Officer before the deadline. The centre Exams Officer will administer the post-result service on their behalf. They must not contact the awarding body direct. A review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review, an internal appeal can be submitted to the centre by completing the internal appeals form at least 2 weeks prior to the deadline for submitting a RoR (request for a review).

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting a RoR.

| Post-results service | Deadline (Final date for requesting) | AQA fees and charges | Pearson fees and charges |
|---|---|---|---|
| RoR Service 1 (Clerical re-check per component) | 26th September 2024 | £8.70 | £12.50 |
| RoR Service 2 (Review of marking per component) | 26th September 2024 | £40.35 | £44.50 |
| Priority RoR Service P2 (Review of marking per component) | 29th August 2024 | n/a | £51.50 |
| RoR Service 3 (Review of moderation per component) | 26th September 2024 | £242.50 | £247.80 |
| Appeals (Stage 1) Preliminary Appeal | • within 30 days of receiving the review of marking or moderation outcome or;<br>• within 14 days of receiving the original access arrangements or special consideration decision<br>• within 14 calendar days of receiving the outcome of an appeal against a malpractice decision | £120.05 | £140 |
| (Stage 2) Appeal Hearing | • within 14 days of receiving the preliminary stage outcome | £205.80 | £180 |
| ATS Copy of script to support review of marking [2] | 5th September 2024 | free | free |
| ATS Copy of script to support teaching and learning | 13th December 2024 | free | free |
| ATS Post-RoR copy [3] | 26th September 2024 | n/a | £13.80 |

[1] This service is not available to individual candidates

[2] This service is to request a copy of script to support a non-priority **review of marking**

[3] Where a copy of a re-checked or reviewed script is required, this should normally be applied for at the same time as the RoR request to meet the relevant non-priority RoR deadline; check the relevant awarding body's post-results services information to confirm this process and deadline (An individual awarding body may automatically provide a copy of the reviewed script with a clerical re-check or review of marking as part of the service, and there may be no charge for this)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 is submitted to the awarding body. Candidates must confirm they understand that marks and subject grades may be lower, higher or remain the same following a request for review. Candidate consent can only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of candidates in the original sample]

Following the RoR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. The candidates parent/carers should complete an internal appeals form and submit it to the centre within 5 days of the notification of the outcome of the RoR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the review of results process.

The head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

## Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Braidwood Trust School for the Deaf compliance with JCQ's **General Regulations for Approved Centres** (section 5.3x) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding centre decisions relating to access arrangements and special consideration

Braidwood Trust School for the Deaf will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

**Access arrangements and reasonable adjustments**

In accordance with the regulations, Braidwood Trust School for the Deaf :

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

**Special consideration**

Where Braidwood Trust School for the Deaf has appropriate evidence signed by a member of the senior leadership team to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

**Centre decisions relating to access arrangements, reasonable adjustments and special consideration**

This may include Braidwood Trust School for the Deaf decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Braidwood Trust School for the Deaf makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted via email to the headteacher

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 2 working days.

If the appeal is upheld, Braidwood Trust School for the Deaf will proceed to implement the necessary arrangements/submit the necessary application].

## Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause Braidwood Trust School for the Deaf to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Braidwood Trust School for the Deaf may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied the regulations or followed due process, a written request setting out the grounds for appeal should be submitted via email to the headteacher

The appellant will be informed of the outcome of the appeal within 2 calendar/working days of the appeal being received and logged by the centre.

Braidwood School

# Internal appeals form

| FOR CENTRE USE ONLY | |
|---|---|
| Date received | |
| Reference No. | |

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

☐ Appeal against an internal assessment decision and/or request for a review of marking

☐ Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

| | | | |
|---|---|---|---|
| Name of appellant | | Candidate name if different to appellant | |
| Awarding body | | Exam paper code | |
| Subject | | Exam paper title | |

**Please state the grounds for your appeal below**

*(If applicable, tick below)*

☐ Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking

*If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed*

| | |
|---|---|
| Appellant signature: | Date of signature: |

**This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure**

# Complaints and appeals log

On receipt, all complaints/appeals are assigned a reference number and logged. The outcome and outcome date is also recorded.

The outcome of any review of the centre's marking will be made known to the head of centre. A written record of the review will be kept by the exam officer and logged as an appeal, so information can be easily made available to an awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

| Ref No. | Date received | Candidate | Appellant Name | Outcome | Outcome date |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |