



Haberdashers' ADAMS

Haberdashers' West Midlands Academies Trust

Exams Internal/External Assessment appeals policy 2023/24

Monitoring	Frame of engagement	Date
Member of Staff Responsible	SLT, KC	
Consultation Parameters		
Governor Accountability		
Date of latest version		21 December 2023
Date for next review (and cycle)		November 2024
Uploaded to Website		

Haberdashers' Adams policy on Internal Assessments for External Examinations

Purpose of the procedure

This procedure confirms Haberdashers' Adams compliance with JCQ's **General Regulations for Approved Centres**¹ 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

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support a clerical re-check a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- External Exams Review Policy in accordance with JCQ
- Centre decisions relating to other administrative issues

1. Introduction

Haberdashers' Adams is committed to ensuring that whenever its teachers 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. The school 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.

2. Information about the initial marking and right to internal appeal

2.1 The school will ensure that candidates are:

- (a) 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.
 - (b) informed 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.
 - (c) given sufficient time in order to allow them to review copies of materials and reach a decision.
 - (d) given a clear deadline for candidates to submit a request for a review of the centre's marking.
- Requests will not be accepted after this deadline. Requests **must** be made in writing.

2.2 To allow sufficient time for candidates to seek reviews and for those reviews to be carried out, the school will give students their marks in good time and will normally publish deadlines for review requests that are approximately **two weeks** before the school needs to submit coursework scores to examination boards. For 2023, the relevant dates are as follows:

¹ https://www.jcq.org.uk/wp-content/uploads/2023/09/Gen_regs_approved_centres_23-24_FINAL.pdf

NEA ("coursework") marking deadlines for 2023-24

These dates were updated on 21 Dec 2023

Subject	Level	Date results given to pupils	Deadline for pupils to appeal	School Deadline for marks to exam board
Design	GCSE	Wednesday 26th April	Monday 29th April	Friday 3rd May
English endorsement Music	GCSE	Wednesday 17th April	Friday 19th April	
French German	GCSE	N/A	N/A	
Design	A-level	Friday 3rd May	Tuesday 7th May	Monday 13th May
Computer science Extended project Geography History Music Science practical	A-level Project A-level A-level AS-level, A-level A-level	Friday 19th April	Thursday 25th April	Monday 13th May
Art	GCSE, AS-level, A-level	Thursday 25th April	Monday 29th April	Wednesday 29th May
Physical education	GCSE , AS level	Tuesday 5th March	Friday 8th March	Thursday 14th March

3. The internal appeals process

- 3.1 *Candidates must submit a written request for an appeal. This request must include a reason for the appeal which goes beyond mere disappointment with their mark.*
- 3.2 The school will, having received a request for copies of materials, promptly make them available to the candidate.
- 3.3 The school 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.
- 3.4 The school 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.
- 3.5 The school will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- 3.6 The school will inform candidates that the review process may result in their mark remaining unchanged, going up, or going down.

4. Communication of appeal results

- 4.1 The school will inform the candidate in writing of the outcome of the review of the centre's marking.
- 4.2 The outcome of the review of the centre's marking will be made known to the Head of Centre. A written record of the review will be kept and made available to the awarding body upon request.

The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

5. Results of External Exams

Results will be available for collection on the day notified by the Awarding Bodies only. These are also published on the My Child at School (MCAS) system.

Students can request to see their papers before requesting a review. Several exam boards offer this service free of charge, but written authority still needs to be given for the Exams Officer to download and forward the electronic copy to the candidate. Pupils can then decide if they wish to request a review

Prices of Reviews and key dates will be available to parents on the school website and also within results literature.

- If a candidate is unhappy with the mark, they can approach the Exams Office for details of a review. These details are also included within the results information.
- The candidate **must** give written consent. No review will be entered until the consent and payment has been completed. This will be submitted through the Exams Office.
- The review result will be forwarded from the Exams Office to the candidate or parent.
- If after the review has been completed, the candidate is still unhappy with the result then a preliminary appeal can be requested as long as it is within 14 days of receiving the result.
- There has to be legitimate reasons for this, e.g., the Awarding Body has not complied with the mark scheme.
- This would be funded by the candidate and has to have been agreed by the Head of Centre.
- Should the Head of Centre disagree with the appeal, then further investigation into the reasons of the appeal could be conducted by the Head of Department
- A refund will be given for any GCE/ GCSE grade that has been changed due to a review.

When the school has concerns regarding an entire centre cohort, it will submit request for reviews of marking for all candidates it believes are affected. Written candidate request must be obtained.

Awarding bodies are obliged to take further investigative action if there is evidence to support this, but they always point out that candidates marks and grades are not automatically protected. Therefore, they may be lowered, confirmed or raised.

The target for awarding bodies to complete their investigations is within 30 calendar days of the awarding body receiving the request. The exception to this is when a priority GCE request is made. The target for this is within 15 days of the awarding body receiving the request.

The appeals process is available to all candidates who remain dissatisfied after receiving the outcome of enquiry about results. A preliminary appeal must be submitted within 30 calendar days of the notification of the outcome of enquiry. Certain criteria must be met and Appeals generally do not involve further reviews of marking of candidates work.

Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Haberdashers' Adams 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

Haberdashers' Adams 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, Haberdashers' Adams:

- 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 AARA (Importance of these regulations)

Special consideration

Where [Haberdashers' Adams](#) can provide signed evidence 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

Where Haberdashers' Adams 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
- [An investigation will be undertaken to ensure that all relevant procedures were carried out and the result relayed back to the candidate/ parents/carer.](#)

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.

This procedure is informed by the JCQ publications [A guide to the awarding bodies' appeals processes](#) (section 3), [Suspected Malpractice: Policies and Procedures](#) (section 3.3), [General Regulations for Approved Centres](#) (section 5.4), [Access Arrangements and Reasonable Adjustments](#) (Importance of these regulations) and [A guide to the special consideration process](#) (sections 1, 2, 6)

Complaints and Appeals Procedure

If a candidate (or their parent/carer) has a general concern or complaint about the school's delivery or administration of a qualification, the school encourages them to try to resolve this informally in the first instance. If a complaint fails to be resolved informally, the candidate (or their parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint

- A formal complaint should be submitted on the school's Complaints and Appeal Form (see below) which is available from and should be returned to the examinations office.
- Forms received will be logged by the centre and acknowledged promptly.

How a formal complaint is investigated

- The headmaster will appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion.
- The findings and conclusion will be provided to the complainant within four working weeks. The school will aim to report more quickly when progression to the Sixth Form or another educational institution is at stake.

Appeals

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- An appeal should be submitted on the school's Complaints and Appeal Form (see below) which is available from and should be returned to the examinations office.
- Forms received will be logged by the centre and acknowledged promptly.
- The appeal will be referred to the headmaster who will decide on the appropriate person or persons to consider it, e.g., an individual governor, a committee of the governing body, or some other appropriately qualified group. [insert who, for example – Chair of Governors (or a special Committee of the Governing body) for consideration]
- The headmaster will report the results of the appeal to the appellant in a timely fashion.

Complaints and Appeals form

Please tick box to indicate the nature of your complaint/appeal

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- ☐ Complaint/appeal against the centre's delivery of a qualification
- ☐ Complaint/appeal against the centre's administration of a qualification

This form must be completed in full - an incomplete form will be returned to the complainant/appellant

Candidate name if different to complainant/appellant	
<p>Please state the grounds for your complaint/appeal below:</p> <p>If your complaint is lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say</p> <p>Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate</p> <p>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</p> <p>Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)</p>	
Complainant/appellant signature:	Date of signature: