

Exams Internal Assessment and External Appeals Policy

The following appeals procedure relating to appeals against internal assessment decisions is available to candidates with the support of their parent/guardians when all other mechanisms within the centre (for example, discussion between candidates /carer/s and the Principal of the centre) have failed to resolve the matter. It will be the final stage in the normal process of considering and resolving disputes. It is expected that it will be used only in exceptional circumstances.

APPEALS AGAINST INTERNAL ASSESSMENT OF WORK FOR EXTERNAL QUALIFICATIONS

Long Field Academy is committed to ensuring that whenever it's staff assess students' work for external qualifications; this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments should be conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. Students' work should be produced and authenticated according to the requirements of the examinations board. Where a set of work is divided between staff; consistency should be assured by internal moderation and standardisation.

If you feel this may not have happened, you may make use of this appeals procedure.

Note that **appeals may only be made against the process** that led to the assessment and **not against the mark or grade.**

The candidate (making the appeal) if under 18 years old should be supported in the presentation of their case by a parent/guardian.

1. Appeals should be made as soon as possible, and must be made at least two weeks before the end of the last externally assessed paper in the examinations series i.e. the appeal must be made before the third week in June for the summer series as presently timetabled no later than 30 June.
2. Appeals should be made in writing to the Examinations Officer, who will investigate the appeal. If the Examinations Officer is not able to conduct the investigation for some reason, the Principal of Centre will appoint another member of staff of similar or greater seniority to conduct the investigation.
3. The Examinations Officer or other member of staff will decide whether the process used for the internal assessment conformed with the requirements of the awarding body and the examinations code of practice of the JCQ. This will be done before the end of the series. (Currently the end of June for the summer series).
4. You will be informed in writing of the outcome of the appeal, including any correspondence with the board, any changes made to the assessment of your work, and any changes made to improve matters in the future.
5. You will have an opportunity to have a personal hearing if you are not happy with the written response you have received. The panel will comprise of at least two individuals who have not previously dealt with the case. One of the individuals will be a senior member of staff and the second another independent person, whether another member of staff, or, for example, a governor. You will be given reasonable notice of the hearing date; you will have sight of all the relevant documents to the case in advance of the hearing, such as the marks given and the assessments made. You may be

accompanied. The teacher(s) and candidate will have the opportunity to hear each other's submission to the panel at the hearing.

6. The outcome of the appeal will be made known to the Principal of Centre. A written record of the appeal will be kept and made available to the awarding body at their request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

After work has been assessed internally it is moderated by the awarding body (examinations board) to ensure consistency between centres. Such moderation frequently changes the marks awarded for internally assessed work. That is outside the control of the Academy and is not covered by this procedure. If you have concerns about it, please ask the Examinations Officer for a copy of the appeals procedure of the relevant examinations board.

Enquiries about Results

A statement about the centre's appeals process relating to enquiries about results.

After the release of examination results, a candidate has the right to apply to the awarding body, through the centre, for a review of their result if they consider the grade to be too low. This can take the form of a clerical check or a full re-mark of an examination paper or papers. This review is termed an Enquiry about Results (EAR) and is applied for by the centre on behalf of the candidate. Candidates should be aware that this process **may** result in a lowering of the grade awarded. This procedure has a short deadline (mid to late September for the main results day) and therefore any requests must be carried out quickly within the strict deadlines outlined below.

Long Field Academy advises any candidate who has concerns about a grade awarded for a subject to come and talk their concern through with the Curriculum Director or Examination Officer within two calendar weeks of the issue of results. Following this discussion the centre will immediately apply for a review if this is considered appropriate and **we would expect to support you in most cases**. If, however, the centre does not consider a review appropriate, the candidate will be informed of this decision within three working days. If the candidate still wishes to proceed with a request for a review, the following procedure will apply:

- The candidate should appeal against the decision within two days;
- The centre will then arrange a meeting within three days with the candidate and their parent / carer, the subject teacher concerned, the Examinations Officer and the Principal of centre or his/her representative from the senior staff;
- The candidate and their parent / carer will be able to present their reasons for asking for the review at this meeting;
- The Principal of centre or his/her representative will make a final decision on whether the appeal should go ahead, and will inform the candidate and their parent / carer verbally, then in writing, of the decision;
- If the final decision is to proceed with the request for a review, the Examinations Officer will carry this out to meet the appropriate deadline.

BTEC Appeals Policy

Aim:

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, Long Field Academy will:

- Inform the learner at induction, of the Appeals Policy and procedure.
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the awarding body for a minimum of 18 months.
- Have a staged appeals procedure.
- Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.

This policy will be reviewed every 48 months by the Quality Nominee and Internal Verifier.

BCS Learner Appeals Policy

For all assessments:

- Learners who are unhappy with any aspect of the assessment and award process should first discuss the problem with their Centre Representative or the Centre Manager. The reasons for dissatisfaction must be made clear by Learner at this time.
- The Centre will keep a record of such discussion together with date and outcome.
- If a Learner is not able to resolve an appeal at the approved centre then he/she has the right to appeal to BCS. This may be done via the Centre Manager or direct to the BCS Quality Assurance Team in writing. Learner appeals must be made to BCS as per the BCS Learner Appeals Policy within 20 days of the assessment.
- During any stage of the Appeals Procedure the Learner is entitled to be represented or accompanied, should they wish.

For Automated Assessment:

- Assessments are undertaken using automated testing software which has been approved by the ECDL Foundation. In the event of a Learner raising a complaint the assessment report that will have been produced by the system will be fully discussed with the Learner.
- An action plan will be agreed and a further assessment date scheduled. In some circumstances the Learner may be offered a free re-test (e.g. if there had been hardware or software problems).