



# Archbishop Temple

## Church of England High School

### **APPEALS and ENQUIRIES ABOUT RESULTS POLICY & PROCEDURES**

**for Externally Assessed Examinations and  
Externally Moderated or Assessed Coursework**

**Date Agreed : May 2024**

**To Be Reviewed : February 2025**

**Name of Policy:** Appeals and Enquiries About Results Policy & Procedures

**Sub-Committee Responsible:** Education & Curriculum Committee

**Lead Responsibility in School:** Deputy Head Teacher

**Source of Policy: (Please tick)**

- LA:**
- Diocesan:**
- School: X**
- Other – Please specify:**

This policy supports our work as a Church school as summarised in our Vision Statement:

### **Vision**

Through **faith** in God the Father, Son and Holy Spirit, we **nurture** everyone's God-given gifts so that together we may shine God's light through Christ-like **service**.

### **Scripture**

"You are the light of the world. A town built on a hill cannot be hidden. Neither do people light a lamp and put it under a bowl. Instead, they put it on its stand, and it gives light to everyone in the house. In the same way, let your light shine before others, that they may see your good deeds and glorify your Father in heaven."  
*(Matthew 5:14-16)*

## **RATIONALE**

At Archbishop Temple School, we endeavour to recognise, develop and maximise the intellectual, moral, social, physical, aesthetic and spiritual potential of all involved with the school. We educate all pupils in accordance with the requirements of the National Curriculum, whilst preparing pupils for the world of work, and for life in the community beyond school. As such, Archbishop Temple School fully recognises its responsibilities for external examinations, non-examined assessment and coursework and, therefore, aims to ensure that the planning and management of these assessments are conducted efficiently and in the best interests of the candidates, and that there are clear guidelines for all relevant staff.

It is the responsibility of all staff involved in Archbishop Temple School's examination process to read, understand and implement this policy.

See also: Examinations Policy, JCQ A Guide to the Awarding Bodies' Appeals Processes, Non-Examination Assessment Policy, JCQ Access Arrangements and Reasonable Adjustments, A guide to the special consideration process and the JCQ Suspected Malpractice in Examinations and Assessments document.

## **AIMS**

The purpose of this policy is:

- To provide clarity and equality to all parties in the management of appeals against the outcome of externally assessed examinations and coursework.
- To support the operation of an efficient and accurate examinations system with clear guidelines for all
- To maintain the integrity of Archbishop Temple School as an examinations and assessment centre.

This policy will be reviewed annually by the DHT with responsibility for examinations and Exams Officer.

## **GUIDELINES**

This policy describes the procedure for appeals and enquiries by candidates against the mark awarded for externally assessed examinations and coursework.

This policy does not refer to appeals by year 11 candidates against the teacher assessed grades awarded in Summer [2024](#).

Awarding bodies accept appeals in relation to three areas of their work.

These are:

- Appeals against results – when a centre is still dissatisfied with an examination result or results following the post-results services process (clerical re-checks, reviews of marking and reviews of moderation).
- Appeals against malpractice decisions – following a decision to apply a penalty because of malpractice and/or maladministration in an examination/assessment.
- Appeals against decisions made in respect of access arrangements and special consideration.

In addition, some other administrative decisions, such as in cases of missing scripts, may be subject to review by awarding body officers.

## **Fees**

Awarding bodies charge a fee for each stage of an appeal against the outcome of a clerical recheck, a review of marking or a review of moderation.

If the Headteacher requests a review or check, the school will meet the fee.

In the event of a subject leader requesting a review or check, the cost of this will be met by department capitation.

Parents/Carers will meet the cost of appeals, reviews and checks made by the candidate or his parents/carers.

These fees will be refunded/waived by the awarding body if the appeal is upheld.

## **Appeals against the outcomes of post-results services**

(Clerical re-checks, reviews of marking and reviews of moderation)

### **Who can appeal?**

Appeals will be submitted by the Exams Officer under direction of the Headteacher.

Candidates and/or their parents/carers are not entitled to appeal directly to the awarding body.

Representations must be made in writing to the Headteacher through the Exams Officer within **10 working days** of receipt of the examination result. **(Some or all of these days may be outside school term time)**. The grounds for appeal must be clearly stated.

The Headteacher's decision as to whether to proceed with an appeal is final and subject to the arrangements detailed in the Internal Appeals Policy and Procedures.

### **Appeal Procedures**

If the Headteacher, in discussion with Subject Leaders and DHT i/c Examinations, is dissatisfied with examination results and has reasons to suspect they may not be accurate, she will instruct the Exams Officer to submit an application for a clerical re-check, a review of marking or a review of moderation.

If the Headteacher is dissatisfied with examination results following the outcome of a clerical re-check, a review of marking or a review of moderation, she/he will refer to the relevant JCQ and awarding body documentation.

In the event of the Headteacher genuinely believing that the awarding body has not followed due procedures, she/he will request the Exams Officer to submit an application for an appeal in line with the procedures set out in the JCQ publication A Guide to the Awarding Bodies' Appeals Processes.

If the application for an appeal is accepted, an investigation into candidates' or school's results, and the awarding body's procedures, will follow.

Appeals accepted for investigation on procedural grounds do not usually involve a further review of candidates' work.

If an original hard copy script has been returned to school under the Access to Scripts service, it cannot form part of a review of marking or a subsequent appeal.

Further details regarding the JCQ and awarding bodies' appeals procedures will be provided on request to the Exams Officer.

## Appeals against decisions made in cases of malpractice

Malpractice, maladministration or non-compliance, includes any act, default or practice that is a breach of the Regulations.

Decisions in cases of suspected malpractice are usually made by a dedicated and trained team of officers at the relevant awarding body. In cases of serious malpractice, the decision may be made by a committee of senior officers or an external committee.

Appeals may be initiated against a finding of malpractice and/or the sanction imposed by the awarding body. It is not possible to appeal against a decision to take no further action or against a sanction, which is perceived to be too lenient.

### Who can appeal?

The Headteacher may appeal against a finding of malpractice and/or the sanction imposed on the school or members of school or examinations staff, and on behalf of candidates.

A member of centre or examinations staff may appeal against a finding of malpractice and/or the sanction imposed on him/her.

Candidates and/or their parents/carers are not entitled to appeal directly to the awarding body.

### Appeal Procedures

Representations must be made in writing to the Headteacher through the Exams Officer within 5 **working** days of receipt of the malpractice decision. **(Some or all of these days may be outside school term time).** The grounds for appeal must be clearly stated. Details of what constitutes *reasonable grounds* can be found in the JCQ Appeals Booklet.

The Headteacher's decision as to whether to submit an application for an appeal is final and subject to arrangements detailed in the Internal Appeals Policy and Procedures.

In the event of the Headteacher believes that an appeal against decisions made in cases of malpractice is appropriate, she/he will request the Exams Officer to submit an application for an appeal in line with the procedures set out in the JCQ publication A Guide to the Awarding Bodies' Appeals Processes.

Further details regarding the JCQ A Guide to the Awarding Bodies' Appeals Processes, awarding bodies appeals procedures and the JCQ Suspected Malpractice in Examinations and Assessments will be provided on request to the Exams Officer.

## Appeals relating to access arrangements and special consideration

The awarding bodies recognise that there are some candidates who may be prevented from demonstrating their achievement because of

- a permanent or long-term disability, learning difficulty or medical condition
- a temporary disability, illness or indisposition immediate to or at the time of the examination
- circumstances at the time of or during the examination or assessment.

Access arrangements and reasonable adjustments are pre-examination adjustments approved before an examination or assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the examination or assessment.

Special consideration is an adjustment to a candidate's mark or grade to reflect temporary illness, injury or other indisposition at the time of the examination or assessment.

### Who can appeal?

Applications for appeals can only be made by the Exams Officer under the direction of the or Headteacher on behalf of a candidate or group of candidates.

Candidates and/or their parents/carers are not entitled to appeal directly to the awarding body.

### Appeal Procedures

Representations must be made in writing to the Headteacher through the Exams Officer within 5 **working** days of receipt of the original decision. (**Some or all of these days may be outside school term time**). The grounds for appeal must be clearly stated.

If the Headteacher believes there to be grounds for appeal, the Headteacher will discuss the situation with the relevant awarding body with the objective of resolving the matter without recourse to appeal.

In the event the Headteacher believe it is appropriate to pursue the appeal, she/he will direct the Exams Officer to submit the appeal request to the awarding body within two calendar weeks of receiving the original decision, and will set out clearly and concisely the grounds for the appeal.

The appeal will progress in line with the procedures set out in the JCQ publication A Guide to the Awarding Bodies' Appeals Processes.

Further details regarding the JCQ A Guide to the Awarding Bodies' Appeals Processes, awarding bodies' appeals procedures, the JCQ Access Arrangements, Reasonable Adjustments, and a guide to the special consideration process will be provided on request to the Exams Officer.

## **Outlining responsibilities**

### **Headteacher**

- Access and consult relevant school policies, JCQ and awarding bodies' publications in order to decide whether an appeal is appropriate.
- Converse directly with awarding bodies with the objective of resolving the matter without recourse to appeal.
- Instruct the Exams Officer to submit an appeal on his/her behalf.

### **DHT i/c of Examinations and Assessment**

- Draw up and implement the Appeals and Enquiries About Results Policy & Procedures
- When a candidate, subject leader or the Headteacher challenges the mark awarded for an externally assessed examination or moderated coursework, inform the individual of the appeals procedure.
- Advise and support the Headteacher as required in concluding whether to pursue an appeal.
- Advise and support the Exams Officer with the submission and management of an appeal.
- Communicate and cooperate with relevant organisations and awarding bodies.

### **Examinations Officer**

- Inform SLT of written applications for appeal.
- Provide a copy of the written appeal to the Headteacher.
- Communicate the decision of the Headteacher to the candidate, school staff or examinations staff 5 school days of the headteacher's decision.
- Maintain full written records of the appeal.
- Provide full details of the appeal to the awarding body on request.
- Communicate the outcome of the appeal to the candidate, group of candidates, centre staff, examinations staff and Headteacher within 5 school days of receiving the panel's decision.
- Inform the awarding body of any outcome from an appeal that has implications for the conduct of the examination or the issue of results at the school.
- Provide candidate access to the following information:
  1. the marks awarded to them.
  2. all comments recorded by school and the awarding body relating to special consideration and/or access arrangements.
  3. any correspondence between the school and the awarding body relating to their appeal.
  4. relevant awarding body appeals procedures.

## **The Candidate**

- Request a copy of the all relevant documents from the examinations officer.
- Lodge a written appeal addressed to the Headteacher stating the details of the complaint and the grounds for the appeal to the examinations officer within 5 school days of receipt of the original decision.
- Provide further information, in person, to the Headteacher and/or Exams Officer. The candidate can be supported by a parent/carer or friend.

## **The school staff or examinations staff**

- Request a copy of the all relevant documents from the examinations officer.
- Lodge a written appeal addressed to the Headteacher stating the details of the complaint and the grounds for the appeal to the examinations officer within 5 school days of receipt of the original decision.
- Provide further information, in person, to the Headteacher and/or Exams Officer.

## **Subject Leaders**

- Request a copy of the all relevant documents from the examinations officer.
- Lodge a written appeal addressed to the Headteacher stating the details of the complaint and the grounds for the appeal to the examinations officer within 5 school days of receipt of the original decision.
- Provide further information, in person, to the Headteacher and/or Exams Officer.
- Facilitate provision of the following information:
  1. the marks awarded to the candidate for an externally assessed examination and relevant grade boundaries where available.
  2. all comments recorded by the centre and/or the awarding body relating to the candidate's moderated coursework.
  3. any correspondence between the school and the awarding body relating to the candidate's assessed work.
  4. subsequent information as to whether the work was sampled by the awarding body;
  5. the moderated mark given to the work by the awarding body, if known;
  6. relevant awarding body procedures for the conduct of examinations and assessment of coursework.