



# **Enquiries About Results and Appeals Procedures Ref: E005**

This policy applies to all individuals on the school site/premises

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## 1. Introduction

This policy details Chorlton High School's Enquires About Results (EAR) processes and confirms the school's compliance with JCQ's *General Regulations for Approved Centres 1 September 2022 to 31 August 2023*, section 5.13 that the centre has in place "written procedures for how it will deal with candidates' requests for access to scripts, clerical checks, reviews of marking, reviews of moderation and appeals...".

Following the issue of results, awarding bodies make post-results services available. Full details of fees and available services can be obtained from the Exams Manager. The Exams Manager will communicate with centre staff, in the first instance, who will discuss the process with candidates.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams. Candidates receive this information in the Year 11 Exams Booklet and during their Year 11 exam assembly.

Senior members of staff will be available immediately after the publication of results. Centre staff will analyse candidate results after results day and will request written consent for candidates to apply for an enquiry where they feel that results may not be accurate. If the candidate has a concern and believes a result may not be accurate, the centre will discuss the candidate's results with the candidate and will look into the possibility of applying for an enquiry. If a candidate wishes to make an EAR request with the examination board, awarding body fee must be paid prior to the process. The deadline for any request is 20<sup>th</sup> September. Any requests received after this will not be processed.

## 2. The Enquires About Results (EARs) process

2.1 Enquiries about results (EARs) offers three services.

- Service 1 – clerical re-check (checks that the examiner has collated the marks correctly).
- Service 2 – review of marking (checks that the examiner has marked the paper correctly).
- Service 3 – review of moderation (for NEA/Controlled Assessment only - this service is not available to an individual candidate).

2.2 Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as, with these services, candidates' marks and subject grades may be changed. Candidate consent can only be collected **after** the publication of results.

- 2.3 If a concern is raised about a particular examination result, teaching staff (with advice from the Exams and Data Department) will investigate the feasibility of processing an enquiry.
- 2.4 Where the centre does not uphold a request from a candidate, teaching staff will detail how the candidate should proceed.
- 2.5 If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry and the candidate wishes to proceed, awarding body fees must be paid prior to processing. The deadline for any request is 20<sup>th</sup> September. Any requests received after this will not be processed.
- 2.6 Following the EAR 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 EAR outcome, but the candidate believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the Head of Centre. Following this, 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.

The **internal appeals form** should be completed and submitted to the centre within 5 working days of the notification of the outcome of the EAR. 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 enquiry about results process. 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.

# 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 re-check, a review of marking, a review of moderation or an appeal
- ☐ Appeal against the centre's decision relating to access arrangements or special consideration
- ☐ Appeal against the centre's decision relating to an administrative issue

<b>Candidate Name</b>		<b>Candidate Number</b>	
<b>Awarding body</b>		<b>Exam paper code</b>	
<b>Subject</b>		<b>Exam paper title</b>	

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:

## Complaints and appeals log

On receipt of any requests, all appeals will be assigned a reference number and logged in the table below.

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date