Examination Procedures - Complaints and Appeals

Applicable to:	✓	Seaton Valley High School
		Seaton Sluice Middle School
		Whytrig Middle School
Approval body:	Executive Headteacher	

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Review:

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Changed by	**Revision Date**		
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1 Background

1.1 This procedure confirms Seaton Valley High School's compliance with JCQ's General Regulations for Approved Centres (5.3,5.8) in drawing to the attention of candidates and their parents/carers our written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification and reflects centre practice.

2 Grounds for complaint

2.1 A candidate (or their parent/carer) may make a complaint on the grounds below, noting that this is not an exhaustive list:

<u>Teaching and Learning</u>

- Quality of teaching and learning, for example:
    - non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
    - teacher lacking knowledge of new specification/incorrect core content studied/taught
    - core content not adequately covered
    - inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure
- Candidate not informed of their centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks
- Candidate unhappy with internal assessment decision (complainant should refer to the centre's internal appeals procedure which is published online)

<u>Access Arrangements</u>

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- Candidate not informed that an application for access arrangements was to be processed using Access Arrangements online, complying with the UK GDPR and the Data Protection Act 2018
- Candidate not informed / adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for disabled candidates to access it
- Adapted equipment put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment

- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant should refer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure

Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

Conducting Examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (on-screen) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the outcome of a special consideration application

Results and Post-Results

- Prior to the issue of results, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via examinations officer to awarding body post-results services)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via Exams Officer to the centre's internal appeals procedure)
- Centre applied for the wrong post-results service/for the wrong exam paper for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission
- Centre fails to adhere to its internal appeals procedure

3 Procedure

3.1 If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, the candidate is encouraged to try to resolve this informally in the first instance.

3.2 A concern or a complaint should be made in person, by telephone or in writing to the Head of Centre.

3.3 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

3.4 A formal complaint can be made via the federation's Complaints Procedure, which is available on the federation's website or from main reception.

Appeals

3.5 Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted in line with the federation's Complaints Procedure.