



## **Ashford School and Ashford Friars Preparatory School**

### **Appeals Against Internal Assessment of Work for External Qualifications**

Ashford School is committed to ensuring that whenever their staff assesses pupils' work for external qualification; this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments are conducted by staff who have appropriate knowledge, understanding and skills and who have been trained in this activity. Ashford School is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject. Where a set of work is divided between staff, internal moderation and standardisation will ensure consistency.

If a pupil feels that this may not have happened in relation to his/her work, he/she 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 submitted by the centre for moderation by the awarding body.

This procedure is available from the exams office and is posted on the exams notice board.

1. Appeals should be made as early as possible and at least two weeks before the end of the last externally assessed paper in the examination series (e.g. the last GCSE written paper in the June GCSE exam series).
2. Appeals should be made in writing by the candidate's parent/carer to the exams officer (EO), who will investigate the appeal with at least two other members of staff who have not been involved in the internal assessment decision. If the EO was directly involved in the assessment in question, the Principal will appoint another member of staff of similar or greater seniority to conduct the investigation. Likewise if the EO is not able to conduct the investigation for some other reason.
3. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body and the examinations code of practice of the QCA.
4. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to the procedure relating to internal assessment.
5. The outcome of the appeal will be made known to the Principal and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

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

## **Post Results Services**

### **Enquiries about Results (EARs)**

1. EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking.
2. If a result is queried, the EO, teaching staff and Head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.
3. When the centre does not uphold a request, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged the appropriate fee for this service.
4. In an enquiry about the result of examinations after the subject grade has been issued, there are three possible outcomes:
  - a. Original mark is lowered, so final grade may be lower than the original grade received.
  - b. Original mark is confirmed as correct, and there is no change to the grade.
  - c. Original mark is raised, so the final grade may be higher than the original grade received.
5. Fees for EARs services vary according to the Awarding Body; therefore, full details of the services and fees can be obtained from the EO upon request.

### **Candidate Consent**

Candidate consent must be obtained in writing before any EARs requests are actioned, as candidates' marks and subject grades may be lowered.

### **Access to Scripts (ATS)**

After the release of results, candidates may ask subject staff to request the return of original examination scripts. Full details of this service and fees can be obtained from the EO upon request. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

### **Deadlines**

In order to meet the external deadlines set by the Awarding Body, EARs or ATS requests must be made to the EO within 2 weeks of the issue of results.

## PROCEDURE A

### Appeals procedure for students, following the issue of centre assessed marks

Any student dissatisfied with the way in which with a mark has been awarded from an internal assessment should follow the following procedure.

Contact the subject teacher immediately in person to discuss how the mark has been attained and raise any concerns. (This discussion does **not** form part of the formal appeals procedure)



Following discussions, if concerns cannot be resolved, the student should lodge an appeal in writing, within five working days of the issue of marks, to the Deputy Head, Curriculum. This appeal should be in writing clearly stating the reasons for the appeal. It should be signed and dated by the student.



Upon receipt of a written appeal the Deputy Head, Curriculum will provide a copy of the appeal to the subject teacher who conducted the assessment and request from them a written response within three working days to the concerns raised.



On receipt of the subject teacher's response, the Deputy Head, Curriculum will carry out a review of the student's appeal and subsequent comments by the subject teacher and then respond in writing to the student within five working days of receipt of the formal appeal by the student.



Should the student be dissatisfied with this written response, the student may then request a personal hearing. The panel for this hearing will comprise a member of the school's Senior Leadership Team and a School Governor, neither of whom have previously been involved with the student's appeal. The student will be informed of the date of the hearing date and given at least three days notice. The student will be provided with a copy of all relevant documentation (e.g. the marks given, the assessment marking criteria). The student will be allowed to be accompanied by a parent/guardian/carer or friend and can present their own case. The subject teacher and student will have the opportunity to hear each other's submission to the panel at the hearing.



The decision from the hearing will be made in writing to the candidate within two days of the date of the hearing. This decision is final.



A written record of all appeals will be kept by the school and maintained by the Exams Officer. The Exams Officer will inform the Awarding Examination Body should there be any change to an internally assessed mark as a result of any appeal.

## PROCEDURE B

### Appeals procedure for students, following the issue of marks, after an Enquiry about Results

Any student that is dissatisfied with a mark awarded from an awarding body should follow the following procedure upon the issue of results.

Contact the subject teacher as soon as possible, but no later than 3 days before the published deadline for *Enquiries about Results*, in person to discuss the mark and raise concerns. The Exams Officer will advise on the options available to query the mark and the costs involved.



Students should be aware that *Enquiries about Results* can result in marks being raised, confirmed or lowered. Students will be required to sign a consent form to confirm they fully understand the consequence of an enquiry.



The subject teacher should review the student's marks and discuss with them the best way forward taking into account the breakdown of marks and grade boundaries and the student's predicted grades. If the Head of Subject agrees to support the enquiry, the procedure in **item (3)** below should be followed. If the appeal is not supported by the Head of Subject, the student should adopt the procedure in **Item (4)** below.



A student may appeal against the decision not to support an *Enquiries about Results*. Appeals should be made in writing to the Head Teacher no later than five working days before the deadline for *Enquiries about Results*. The appeal should be in writing stating the details of the complaint and the reasons for the appeal. The appeal should be signed and dated and include a daytime contact telephone number for the student. This information will be reviewed by the Deputy Head, Curriculum and the outcome of the appeal will be communicated by telephone where possible or 1st class post within 48 hours of receipt by the Deputy Head. This decision is final.



#### **Item (3)**

If the subject team agree that the school supports an enquiry, the request together with the student's consent form should be made to the Exams Officer before the published deadline for *Enquires about Results*. The cost of the enquiry will be met from the departmental budget. If the enquiry is successful, the fee will be refunded.



#### **Item (4)**

If the school does not support the enquiry, the student still has the right to proceed; however, all costs involved will be required to be paid by the student at the time the enquiry is made. No enquiry will be made until the appropriate fees are paid. Requests for appeals should be made in person to the Exams Officer before the published deadline for *Enquiries about Results*. If the enquiry is successful, all fees will be refunded to the student.



The outcome of all *Enquiries about Results* will be made in writing by the Exams Officer to the student within 24 hours of receipt from the appropriate Awarding Body.

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