

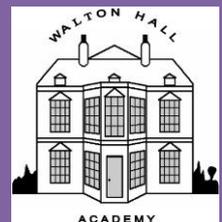
# WALTON HALL ACADEMY

# APPEALS POLICY AND PROCEDURE POLICY

*Developed:*

Revised: February  
2017

Review Date: February  
201810



# The Shaw Education Trust

## Blackfriars Academy

### Appeals Policy and Procedure

In accordance with the JCQ Code of Practice for the conduct of external qualifications, Walton Hall Academy is committed to ensuring that:

- internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills;
- assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specification;
- the consistency of internal assessment is secured through internal standardisation as set out by the Awarding Bodies;
- staff responsible for internal standardisation attend any compulsory training sessions.

**NB** Each Awarding Body specifies detailed criteria for the internal assessment of work. In addition, the AB must moderate the assessment and the final judgement on marks awarded is that of the AB. Appeals against matters outside the Academy's control will not be considered in the Academy's Appeals Procedure.

Each Awarding Body publishes procedures for appeals against its decisions, details of which are available from Walton Hall Academy on request.

- In cases of Enquiries about Results, where Walton Hall Academy does not uphold a request for such an enquiry, the parent/carer may normally pay to have an enquiry carried out.
- Where the parent/carer wishes to challenge the decision not to hold an enquiry or subsequent appeal, a similar procedure to that mentioned below will be carried out.
- Private candidates will be responsible for the cost of enquiring about results.

Appeals may also be made to Walton Hall Academy regarding the procedures used in internal assessment, such as coursework. **NB** the appeal applies only to the procedures used in arriving at internal assessment decisions and does not apply to the judgement itself ie not the mark or grade. If the disagreement cannot be resolved by discussion between the teacher and candidate concerned then the parent/carer may appeal to the Principal, who will put into action the agreed appeals process set out below. It is expected that it will be used only in exceptional circumstances.

1. The Principal is in overall charge of managing appeals relating to internal assessments for their centre.
2. If a candidate (via their parent/carer) wishes to appeal about his/her internal assessment marks then the following procedures should be followed:
  - The appeal should be made in writing to the Principal stating the details of the complaint and the reasons for the appeal.

- The appeal should normally be submitted by 29<sup>th</sup> April for examinations in the summer series. [This deadline may be extended in exceptional circumstances where the coursework marking and moderation schedule extends beyond this time].
3. The teacher(s) concerned in marking the assessment which is the subject of the appeal will respond to the appeal in writing and a copy will be sent to the parent/carer.
  4. If the parent/carer is not satisfied with the written response they have received then they can request a personal hearing before an appeals panel:
    - The appeals panel will consist of the Principal, Head of Accreditation and Curriculum, the Exams Support Officer and where appropriate Head of KS4 or KS5.
    - The request for a personal hearing must be made within two days of receipt of the written reply to the initial appeal
    - The parent/carer will be given at least two days notice of the hearing date
    - A breakdown of the marks awarded will be provided in advance of the appeal
    - The teacher(s) involved will be present at the hearing
    - The Principal will convey the outcome of an appeal and the reasons for that outcome in writing to the parent/carer
    - Walton Hall Academy will maintain a written record of all appeals
    - Walton Hall Academy will inform the Awarding Body (exam board) of any change to an internally assessed mark as a result of an appeal.
  5. If the parent/carer remains unsatisfied, the case can be referred to the **Examinations Appeals Board (EAB)**. **NB** *This service applies where awarding bodies' normal enquiries and appeals procedures have been exhausted.*

*The existence of this procedure is made known to students and their parents/carers by reference in [the Student Examination Handbook]. A copy is available on the school website and on request from [the Examinations Support Officer].*

***This document is offered for guidance only – without liability of any kind on the part of QCA or its representatives***

# Assessment Appeals Procedure

## 1. Informal resolution

The student must make an informal attempt to resolve the situation.

In the case of an individual assignment, the student must approach the tutor/assessor and the Course Leader /Internal Verifier and attempt to negotiate an agreed outcome.

In the case of an end-of-course assessment decision, the student must approach the Course Leader /Internal Verifier.

No formal appeal will be considered until this informal attempt at resolution has been made. This informal stage of resolution must be completed **within 10 working days** of the student being notified of the assessment decision.

If an agreement is reached at this stage, the member of staff involved in negotiating the resolution must inform any other staff involved.

## 2. Completion of form

In the event of the dispute not being resolved informally, the student should complete the Grade Appeals Form.

This form must be completed **within 10 working days** of the grade being notified to the student.

The completed form must be sent immediately to the Principal, who will organise the appointment of an independent Arbitrator to consider the appeal.

## 3. The role of the Arbitrator(s)

The Arbitrator(s) will examine the disputed assignments and other relevant documents and, where necessary, question staff and the student.

The Arbitrator(s) should attempt to complete these tasks and reach a decision within 15 working days of receipt of the Appeals Form.

If a decision cannot be reached within this timescale and more time is required, the student and relevant staff will be kept informed.

## 4. The decision of the Arbitrator(s)

The written decision, giving reasons for upholding or dismissing the student's appeal, will be sent to the Centre Manager / Head of Department. All participants in the appeal will then be informed. **Assessment Appeals Form**

Dated: February 2017

Review: February 2018

## Assessment Appeals Form

Part A – to be completed by the student

Name of student \_\_\_\_\_

Programme \_\_\_\_\_

Unit \_\_\_\_\_

Title of Assignment \_\_\_\_\_  
(if appropriate)

Date due \_\_\_\_\_ Date submitted \_\_\_\_\_ Date returned \_\_\_\_\_

Assessment decision awarded

Assessment decision expected

Has the decision been verified by the Internal Verifier?

Yes            No            Don't know

State your reasons for disputing the assessment decision

Part B – to be completed by the teacher

Has the disputed assessment decision been internally verified?

Yes                          No

If Yes, by whom? \_\_\_\_\_

State the reasons for maintaining, and not amending, the assessment decision

The completed form should be sent, immediately, to the Head of Academy/College