



Hardenhuish School

APPEALS AGAINST CENTRE'S DECISION REGARDING POST RESULTS SERVICES POLICY

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Office Manager**



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APPEALS AGAINST CENTRE'S DECISION REGARDING POST RESULTS SERVICES POLICY

REGARDING THE CENTRE'S DECISION NOT TO SUPPORT A CLERICAL CHECK, A REVIEW OF MARKING, A REVIEW OF MODERATION OR AN APPEAL

- This policy confirms Hardenhuish School's compliance with JCQ's *General Regulations for Approved Centres 2017-2018, section 5.14* that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."
- Following the issue of results, awarding bodies make post-results services available. Hardenhuish School provides this information, in letter form, to each candidate in their results envelope.
- Candidates are also informed of the arrangements for post-results services **before** they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results. This information is provided in a letter to each candidate, accompanying their exam timetable, and is also published on the school website.
- If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested. *Enquiries about results* (EARs) offers three services.
 1. Service 1 – clerical re-check
 2. Service 2 – review of marking
 3. Service 3 – review of moderation (this service is not available to an individual candidate)
- Written candidate consent 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 lowered. Candidate consent can only be collected after the publication of results.
- If a concern is raised about a particular examination result, the Exams Officer, in conjunction with teaching staff and/or the Deputy Headteacher with curriculum responsibility, will investigate the feasibility of requesting an enquiry supported by the centre.
- Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.
- If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre in writing to the Head of Centre (Head Teacher) at least 5 calendar days prior to the internal deadline for submitting an EAR as stated on the letter given to each candidate in their results envelope.

- The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.
- 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 (or his/her parent/carer) 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.
- A letter to the Head of Centre should be submitted within 5 calendar 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.