

# St Neots Learning Partnership

## Internal Appeals – Coursework and controlled assessments Policy

### Context and Purpose

This policy deals with appeals arising from the internal marking of coursework and controlled assessment materials only; appeals arising as a result of post-examination EARS, issues of malpractice and curriculum appeals are dealt with by separate policies.

The purposes of this internal appeals policy are:

- to ensure a right of appeal by candidates against marks awarded via internal assessment, coursework and controlled assessment.
- to ensure the operation of an efficient appeals system with clear guidelines for all relevant staff and students.

It is the responsibility of everyone involved in the centre's exam processes, including candidates, to read and understand this policy.

The internal appeals policy will be reviewed annually by the Partnership Examinations Manager.

### Roles and Responsibilities

#### Headteachers

As Heads of Centre, the Headteachers have final responsibility for the conduct of examinations processes at each Academy. On a day to day basis, this responsibility is delegated to the Partnership examinations Manager and the two Examinations Officers.

#### Partnership Examinations Manager

The Partnership Examinations Manager is responsible for the strategic oversight of the examinations process across the Partnership, working with the Examinations Officers at each Academy.

The Partnership Examinations Manager is responsible for

- dealing with internal and external appeals processes in the first instance, escalating these to the Head of Centre as necessary;
- keeping the Head of Centre and appropriate members of SLT informed of the progress of an appeal;
- liaising with Heads of subject, parents and students to resolve issues relating to internal appeals, escalating these to the Head of Centre if a resolution is not achieved;
- implementing the JCQ Appeals process
- liaising with the Examinations boards as necessary to resolve issues with external agencies.

#### Subject Teachers and Subject Leaders

- All coursework, controlled assessments and portfolio work should be completed by subject teachers in accordance with the regulations and procedures set out in the specification

concerned and with regard to JCQ and Examining boards' regulations with respect to drafting, the level of supervision required and the time allowances specified. This is covered by the *controlled assessments and coursework* policy sent out to each subject leader in September of each year.

- On completion of the work, the candidate must sign the declaration of authentication to confirm that the work is their own and that all references to external material have been correctly acknowledged.
- The work should then be moderated according to agreed criteria, following departmental policies and having regard to JCQ and other exam bodies' requirements. This should be a rigorous process, completed before any marks are given to the examinations Officer for processing. It is at this stage that anomalies in marking or incidences of plagiarism should be addressed (involving the partnership Examinations Manager if appropriate).
- Candidates may be informed of raw scores but should not at this stage be given actual grades as the final grade boundaries will be set by the examinations boards and may vary from those in use in previous years.

On occasion a candidate and/or his/her parent(s) may disagree with the marks awarded; at this point the formal process for internal appeals comes into operation. The process may be halted at any stage should a satisfactory resolution, accepted by all parties to the appeal, be reached.

## **The Appeals Process**

### **Stage one**

- The candidate or his/her parent(s) must raise any queries surrounding marks for coursework or controlled assessment at the earliest opportunity, to ensure no delay is caused in addressing problems prior to examination board deadlines. The initial concern should be raised with the subject leader (GCE/GCSE/IGCSE) or the Quality Assurance Manager (vocational courses).
- The subject leader or the Quality Assurance Manager should check with the subject teacher(s) in order to ascertain whether any errors have been made and to confirm that the marking and moderation processes have been correctly adhered to.
- The subject leader or Quality Assurance Manager should acknowledge any parental communications within 48 hours of receipt of the complaint, either to confirm that the issue is resolved satisfactorily or to inform them of the next stage in the process.

### **Stage Two**

- If the issue cannot be resolved at stage one, a formal written appeal (which may be in the form of an email) should be addressed to the Partnership Examinations Officer by the candidate or his/her parent(s).
- This must be no later than 30 April in the year which final certification is to be made, for summer entries, October 25th for November examinations and December 18th for January examinations. These dates pre-date exam board deadlines for submission of coursework and controlled assessment marks for the majority of courses.
- The Partnership Examinations Manager will investigate the matter, in consultation with the subject leader and if appropriate with the subject teacher and the student, having regard to JCQ and examination board regulations.
- Wherever possible this enquiry should be completed within one week of receipt of the parental communication as marks and samples will need to be processed and forwarded to the examination boards by the official deadlines.

- Parents and the head of centre will be kept informed of the progress of the appeal.

### **Stage Three**

On reaching this stage the candidate will have exhausted all options at Stage One and Stage Two.

Stage Three involves the convening of an Appeals Panel. It is the final stage in the appeals process and it is expected that it will only be used in exceptional circumstances.

#### **Personal Hearings before an Appeals Panel**

- The Appeals Panel will consist of the Partnership Examinations Manager and two of the following:
  - Head of Centre
  - SLT member
  - Head of Key Stage 4
  - Head of 16-19
- The request for the personal hearing must be made within two working days of receipt of the outcome of Stage Two of the appeal.
- The candidate will be given at least 24 hours notice of the hearing date.
- A breakdown of the marks awarded will be given to the candidate in advance of the appeal.
- The candidate may bring a parent/guardian to the hearing.
- The Subject Teacher(s) involved may be present at the hearing.

#### **Outcomes of Stage Three Appeals and the Appeals Panel**

The Partnership Examinations Manager will convey the outcome of the appeal hearing and the reasons behind any decisions in writing to the candidate.

The Centre will maintain a written record of all appeals.

The Centre will inform the Awarding Body (or Examination Board) of any change to an internally assessed mark as a result of an appeal.

#### **Appeals involving suspected malpractice including plagiarism**

Internal appeals involving suspected malpractice can only be made prior to the candidate signing a statement that authenticates the coursework/work produced under controlled conditions as their own.

If the Subject Teacher marking the assessment suspects malpractice, including plagiarism and collusion, prior to the final marking process the candidate will be informed so that the candidate may choose to make amendments to their work. At this stage the matter should be dealt with internally: the Partnership Examinations Manager and or the Examinations Officer of the appropriate academy should be kept informed in case of further developments.

If the candidate has signed a statement that authenticates the work as their own and malpractice is suspected by the Subject Teacher, Subject Leader or Head of Centre then the Centre will follow the Joint Council for Qualifications (JCQ) procedure for reporting suspected malpractice. In this instance the candidate will be given the opportunity to write a statement which will be sent to the Awarding Body (Examination Board) with the report of suspected malpractice. This will be actioned by the Partnership Examinations manager after appropriate investigation and consultation with the head of centre.