



Queen Mary's Grammar School

A statement of our policy on

**Appeals against (internal) coursework grading and  
Enquiries about (external) results**

Approved by the Pastoral and Curriculum Committee November 2016

**Principles for internal coursework**

- The School will ensure that all internally assessed coursework for public examinations is marked accurately and fairly.
- Heads of Department will standardise marking within the department and to make arrangements for moderation which involves all teaching staff
- As far as possible, all subject teachers will ensure that centre assessed work is subject to internal moderation. Individual teachers will discuss the marking of coursework with departmental colleagues, and take the necessary steps to ensure consistent marking standards are applied.
- If students feel that a coursework mark is unfair, the School will ensure that procedures are in place to allow a complaint to be heard. These procedures will be published to students and parents and will enshrine the principles of transparency, right of hearing, independence in the hearing and a written record of outcomes.
- The School will ensure that any concerns or complaints are resolved as soon as possible

**Procedures following the release of centre assessed marks:**

**Stage 1 Informal Resolution**

- Any student who considers a mark awarded for a piece of examination coursework to be unfair or inaccurate should consult the subject teacher as soon as possible in order to raise concerns. This discussion does not form part of any formal appeals procedure.
- If, after discussion, the student is still not satisfied that the mark is fair and appropriate, his or her parents should contact the Headmaster, who will decide on the appropriate action to take in order to reach an informal resolution of the issue.

**Stage 2 Formal Resolution**

- If the complaint cannot be resolved on an informal basis, the student's parents should lodge an appeal in writing. This should be done within five working days of the end of stage 1. The appeal should be addressed to the Headmaster and should clearly state the details of the complaint and the grounds for appeal.
- Upon receipt of a written appeal, the Headmaster will provide a copy to the subject teacher who made the assessment and request a written response from them to the appeal. The teacher concerned will review the assessment, together with the Head of Department where appropriate, and respond in writing to the appeal. The response will be sent, by the Headmaster to the student's parents within five working days of receipt of the appeal.

**Stage 3 Panel Hearing**

- If the student and his parents are not satisfied with the written response received, the appeal will be subject to a panel hearing. The student and his or her parents will be informed of the hearing date; at least three days' notice will be given. The student will be provided with all the relevant documents (eg the marks given, the mark scheme). The student may present his or her own case and may be accompanied by a (single) parent, carer or friend. The subject teacher and the student will have the opportunity to hear each other's submission to the panel at the hearing. The panel will comprise a

member of the Senior Leadership Team (SLT) and a Governor, neither of whom will have been previously involved with the appeal.

- The decision from the hearing will be made in writing to the student and his or her parents within two days of the hearing. This decision will be 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 if there is any change to an internally assessed mark as a result of the appeal.
- If the Headmaster has cause to disqualify a pupil's coursework then that pupil has a right of appeal directly to the Board.

### **Notes**

- Students and parents should be aware that at this stage, marks are still subject to external moderation by the Exam Board and may still as a result be confirmed, raised or lowered.

### **Principles for Enquiries about Results**

- The School will ensure that pupils and their parents are aware of the procedures that govern enquiries about external exam results.

### **Procedures following the publication by awarding bodies of exam results:**

Any student who is unhappy with a mark given by an awarding body, if he or she feels that there may have been an error in the marking, he or she should follow the procedure set out below:

- The student should contact the subject teacher or Head of Department as soon as possible to raise concerns and discuss the best way forward. The Exams Officer will advise on what options are available to query the mark and the costs involved.
- Students should be aware that Enquiries about Results (EARs) could result in marks being raised, confirmed or lowered.
- If a student decides to proceed with an EAR, he or she must sign a consent form to confirm that they understand the consequence of an enquiry.
- If the student initiates the EAR, all costs involved must be paid by the student at the time the enquiry is made. No enquiry will be made unless the fees are paid. Requests for an EAR should be made to the Exams Officer or the Headmaster the day before before the published deadline for EARs.
- If a parent asks to initiate an EAR the School will not raise any objections.
- Occasionally, the School may wish to initiate an EAR. In such circumstances, the School will obtain written consent from the student(s) concerned and will bear the cost of the enquiry.
- The outcome of EARs will be communicated to the student by the headmaster or the Exams Officer as soon as possible after the information has been received from the Awarding Body.

### **Procedures following the dissatisfaction of the School's response to an EAR:**

In the event that a student feels that the School has not supported an EAR or appeal against a result:

#### **Stage 1 Informal Resolution**

- Any student who considers the School to be unsupportive in an EAR should, in the first instance, contact a member of the SLT to raise the concern. This discussion does not form part of any formal appeals procedure.
- If, after discussion, the student is still not satisfied that the mark is fair and appropriate, his or her parents should contact the Headmaster, who will decide on the appropriate action to take in order to reach an informal resolution of the issue.

## **Stage 2        Formal Resolution**

- If the complaint cannot be resolved on an informal basis, the student's parents should lodge an appeal in writing. This should be done within five working days of the end of stage 1. The appeal should be addressed to the Headmaster and should clearly state the details of the complaint and the grounds for appeal.
- Upon receipt of a written appeal, the Headmaster will provide a copy to the member of the SLT who made the assessment and request a written response from them to the appeal. The teacher concerned will review the assessment, together with the Head of Department where appropriate, and respond in writing to the appeal. The response will be sent, by the Headmaster to the student's parents within five working days of receipt of the appeal.

## **Stage 3        Panel Hearing**

- If the student and his parents are not satisfied with the written response received, the appeal will be subject to a panel hearing. The student and his or her parents will be informed of the hearing date; at least three days' notice will be given. The student will be provided with all the relevant documents (e.g. the marks given, the mark scheme). The student may present his or her own case and may be accompanied by a (single) parent, carer or friend. The subject teacher and the student will have the opportunity to hear each other's submission to the panel at the hearing. The panel will comprise a member of the Senior Leadership Team (SLT) and a Governor, neither of whom will have been previously involved with the appeal.
- The decision from the hearing will be made in writing to the student and his or her parents within two days of the hearing. This decision will be 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 of any further EARs, including lodging an appeal against a result.

**The member of staff responsible for the implementation of this policy is:**

The Headmaster, Mr T.J.Swain