



Queen Mary's Grammar School

A statement of our policy on

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

Approved by the Local Governing Board, November 2017

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.
- Marks will be made known to students before they are submitted to the exam board
- The school follows the protocol as set out by the JCQ (see appendix 1)
- 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 Head of school, 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 Head of School and should clearly state the details of the complaint and the grounds for appeal.
- Upon receipt of a written appeal, the Head of school 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 Head of School 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 Head of School, 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 Head of school and should clearly state the details of the complaint and the grounds for appeal.
- Upon receipt of a written appeal, the Head of school 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 Head of School 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 Head of School, Mr R.J. Langton

Appendix 1 - Reviews of marking - centre assessed marks (JCQ regulations) (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments)

Queen Mary's Grammar School is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Queen Mary's Grammar School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

1. Queen Mary's Grammar School will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.

2. Queen Mary's Grammar School will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
3. Queen Mary's Grammar School will, having received a request for copies of materials, promptly make them available to the candidate.
4. Queen Mary's Grammar School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of marking **must** be made in writing.
6. Queen Mary's Grammar School will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
7. Queen Mary's Grammar School will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
8. Queen Mary's Grammar School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The candidate will be informed in writing of the outcome of the review of the centre's marking.
10. The outcome of the review of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Queen Mary's Grammar School and is not covered by this procedure.