



Stokesley School & Sixth Form College

Being the best we can be

Appeals Procedure (exams)

2022/23

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Mr Michael Fenwick	
Date of next review	May 2024

Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Mr Michael Fenwick
SLT member(s)	Mrs Jane Darbyshire
Exams officer	Mrs Jeanette Herbert
SENCO	Mrs Sarah McGreal

Purpose of the procedure

This procedure confirms Stokesley School's compliance with JCQ's General Regulations for Approved Centres 2022-23 (section 5.8) that the centre will *draw to the attention of candidates of their written appeals procedure which will cover general queries regarding the centre's delivery or administration of a qualification or appeals to the examination board.*

Stage 1 Appeals Procedure

KS4 Appeals

In the event that the candidate would wish to make an appeal against a grade, they should submit their request via this [google](#) form using the candidate's school email address. The candidates will receive an automatic response to this. KS4 appeals are not classed as priority appeals by the examination boards. Therefore, the examinations team will be prioritising any A Level appeals during the Thursday 17th August until Wednesday 23rd August. All KS4 appeals will be treated as non priority in accordance with the JCQ guidance and will be referred to the relevant examination boards from **Monday 4th September until Friday 8th September** in accordance with their deadlines.

KS5 Appeals

In the event that the candidate would wish to make an appeal against a grade, they should submit their request via this [google](#) form using the candidate's school email address. The candidate will receive an automatic response to this. We will treat all sixth form appeals as 'priority' if the candidate's university place depends on that outcome. *Although a priority appeal may still take up to 30 days to come back to school.*

If your child requests a KS4 or KS5 review or priority review of marking, this will include:

- a clerical re-check;
- we receive a copy of the reviewed script as part of this service;
- a second examiner will review the paper/recording again to identify genuine marking errors or unreasonable marking;
- the examination board will make sure all the marks are counted, and an;
- internal review of centre assessed components in line with the appeal.

It is really important to note, that following appeal, the candidate's grade can **go down, stay the same as well as go up**. A review is the standard speed service for any student. A priority review is only available for:

- AS and A-level (including new AS specifications)
- FSMQ Advanced Level
- AQA Certificate Level 3
- AQA Certificate Level 3 Applied General qualifications.

We can request these services for individual units or components.

Costs

Where a candidate chooses to appeal a grade or component, there are costs associated with each review. In order for us to process an appeal, the costs associated with this must be paid in full, in advance of the submission of any documentation to the relevant exam board. If the grade does change, you will receive a refund. If the grade stays the same, no refund will be issued. The cost's

range from around £42.40-£180 per paper, depending on the qualification. The exam's team will be able to advise you of the associated costs prior to processing any appeals. Priority appeals will be processed from **Thursday 17th August until Wednesday 23rd August**. This is because all priority appeals must be submitted to the exam boards by **Friday 25th August** and we need to ensure that our team has the appropriate amount of time to complete this service thoroughly. Any appeals submitted after that will be processed as part of the normal appeals procedure. Once submitted to the examination board, there is nothing more than the school can do until we receive their response. As soon as a response is received, we will notify your child of the outcome. All non priority appeals have to be submitted by **Friday 8th September, 1pm**.

Where we believe the grade for a subject or component is inaccurate and the school or college chooses to appeal, we will not ask the candidate to pay in this instance.

Grounds for Appeal

A candidate may make a complaint on the grounds below (this is not an exhaustive list).

Examination board inaccuracies:

- incorrect adding up of marks;
- clerical errors;
- administration error;
- exam board/examiner lost a script;
- inaccurate or unfair marking;
- moderation marks being applied unfairly.

Access arrangements:

- exam information not appropriately adapted for a disabled candidate to access it;
- adapted equipment put in place failed during exam/assessment and special consideration not already applied for;
- approved access arrangement(s) not put in place at the time of an exam/assessment;
- appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment.

Entries:

- candidate entered for a wrong exam/assessment;
- candidate entered for a wrong tier of entry.

Conducting examinations:

- failure to conduct exam according to the regulations (NB: JCQ unannounced inspection took place during this examination series and the outcome was exemplary with no recommendation);
- online system failed during (on-screen) exam/assessment and special consideration not already applied for;
- disruption during exam/assessment and special consideration not already applied for;
- alleged, suspected or actual malpractice incident not investigated/reported;
- eligible application for special consideration for a candidate not submitted/not submitted to timescale;
- failure to inform/update candidate on the outcome of a special consideration application.

Results and Post-results:

- candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry;

- candidate unhappy with a result (complainant to refer via exams officer to awarding body *post-results services but internal complaint - see below*);
- candidate unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via Mrs Darby, Exams Officer to the centre's *internal appeals procedure*);
- centre applied for the wrong post-results service/for the wrong exam paper for a candidate;
- centre missed awarding body deadline to apply for a post-results service;
- centre applied for a post-results service for candidate without gaining required candidate consent/permission.

Process to appeal

- Student completes google form for KS4 or complete google form for KS5 from their school email address. (No personal emails will be accepted due to GDPR restraints.)
- Exam's Officer will email the student and the parent/carer to confirm the costs.
- Parent/carer pays costs via parent pay.
- Once payment is received the appeal will be submitted to the exam board.
- We will notify the student of the outcome via their school email address once we have received this. *A priority appeal may still take up to 30 days to come back to school and a non priority appeal may take up to 42 days..*

Stage 2 Appeals Procedure

Appeals must be made within 30 calendar days of the awarding body issuing the outcome of the initial appeal.

When a stage 2 application for an appeal is received, the awarding body will decide whether it will be accepted or not.

If an application for an appeal is not accepted, the reason(s) for this will be given. If it is accepted, the matter will be referred to a senior marker. The outcome will be shared with the school and the candidate will be informed of the outcome.

If you have any queries in relation to this procedure, please contact Mrs Herbert, Exams Officer on j.herbert@stokesleyschool.org who will be available to respond to your queries until 3pm on Friday 21st July 2022 then from 9am on Monday 14th August until 4pm on Thursday 24th August. All queries after this will be dealt with from 9am on Monday 4th September 2023.