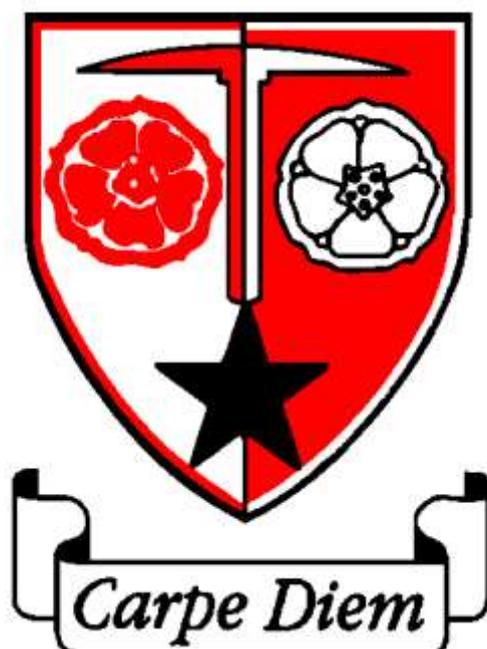


# AUDENSHAW SCHOOL



## COMPLAINTS AND APPEALS POLICY – EXAMS

This policy is reviewed annually by the Standards Committee.

### History of Document

Issue No	Author/Owner	Date Written	Approved by Personnel	Received by Governors	Comments
1	Jordan McCabe	15/11/2017	03/01/2018	08/01/2018	
1.1	Jordan McCabe	19/11/2018	14/12/2018	14/12/2018	Changes To Dates.
1.2	Jordan McCabe	05/11/2019	20/11/2019	20/11/2019	Changes To Dates and Terms.
1.3	Jordan McCabe	24/11/2020	14/12/2020	14/12/2020	Changes To Dates.
1.4	Jordan McCabe	07/12/2021	08/04/2022	08/04/2022	Changes To Dates.

## **OUR MISSION**

Our School aims to provide a quality education in a caring community based on values of **respect, responsibility** and **resilience** and a relentless pursuit of excellence in all that we do.

## **OUR VISION**

Our School will be recognised as a fully inclusive, aspirational, high achieving centre of excellence, firmly rooted in the local community.

We will create, develop and maintain a challenging and stimulating personalised learning environment where no student is overlooked or left behind and where teaching and learning is high quality, inspirational and innovative.

We will consistently have high academic standards and expectations for every individual and continue to place considerable value on sport and healthy living and developing strong links with the community.

All members of our School community will be valued and every success will be celebrated. Our School will maintain a safe, secure and caring environment in which to work and learn.

<b><u>CONTENTS</u></b>	<b><u>PAGE</u></b>
Purpose Of The Policy	4
Key Staff Involved In Internal Appeals Policy	4
Grounds For Complaint	4-6
Complaints And Appeals Procedure	7
Complaint/Appeals Form	8
Complaints And Appeals Log	9

## **Purpose Of The Policy**

This policy details how Audenshaw School compliance with JCQ's General Regulations for Approved Centres 2021-2022 with regards to complaints and appeals.

## **Key Staff Involved In Internal Appeals Policy**

<b><u>ROLE</u></b>
<b>Head Of Centre</b>
<b>Senior Leadership Team Members</b>
<b>Examinations Officer</b>

## **Grounds For Complaint**

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

### **Teaching And Learning**

- Quality of teaching and learning.
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate.
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions.
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's *Internal Appeals Policy*).
- Centre fails to adhere to its *Internal Appeals Policy*.
- Candidate not informed of their centre assessed marks prior to marks being submitted to the awarding body.
- Candidate not informed of their centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body.
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks

### **Access Arrangements**

- Candidate not assessed by the centre's appointed assessor.

- Candidate not involved in decisions made regarding his/her access arrangements.
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed data protection notice/candidate data personal consent form).
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply.
- Exam information not appropriately adapted for a disabled candidate to access it.
- Adapted equipment put in place failed during exam/assessment.
- 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**

- Failure to clearly explain a decision of early entry for a qualification to candidate.
- Candidate not entered for a required exam/assessment.
- Candidate entered for a wrong exam/assessment.
- Candidate entered for a wrong tier of entry.

### **Conducting Examinations**

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place.
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam.
- Inadequate invigilation in exam room  
1 to 30 for all exams apart from timetabled Art examinations where it is 1 to 20.
- Failure to conduct exam according to the regulations.
- Online system failed during (on-screen) exam/assessment.
- Disruption during exam/assessment.

- 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**

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of 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 request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations.
- Candidate unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*).
- 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 Head Of Centre to the centre's *Internal Appeals Policy*).
- Centre applied for the wrong post-results service/for the wrong script 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.

## **Complaints And Appeals Procedure**

If a candidate has a general concern or complaint about the centre's delivery or administration of a qualification they are/were involved in, Audenshaw School encourages the candidate to try to resolve this informally in the first instance. A concern or complaint should be made in writing containing full details using the documentation in this policy and then sent to the complaints co-ordinator for the attention of the Head Of Centre and Exams Officer.

If a complaint fails to be resolved informally the candidate is then at liberty to make a formal complaint.

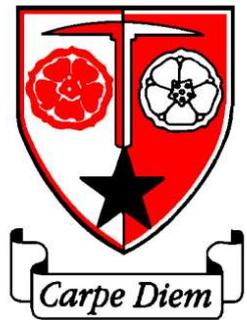
For further details of the procedure the candidate should consult the full Internal Appeals Policy available on request from Student Services and found on the school's website. If the student still wishes to make a complaint, they must complete the Complaints And Appeals Form enclosed in this policy. In addition, all Complaints and Appeals will be formally logged using the enclosed Complaints And Appeals Log.

## Complaints/Appeals Form

This form should be completed in all cases to lodge a Complaint and/or Appeal.

Please tick to indicate what the appeal is against:

- Complaint/Appeal against the centre's delivery of a qualification  
 Complaint/Appeal against the centre's administration of a qualification



<b>Candidate Surname:</b>		<b>Candidate First name:</b>	
<b>Awarding Body</b>		<b>Subject</b>	
<b>Exam Paper</b>		<b>Exam Paper Title</b>	

Please state the grounds for your appeal below:

*If your complaint/appeal is lengthy please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say.*

*Your complaint/appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate.*

***Continue overleaf if necessary***

Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s):

**Signature:**

**Date of signature:**

