



2023  
2024

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Signed by: Mrs K. Phillips

Position: Senior Deputy Headteacher

A white rectangular box containing a handwritten signature in black ink that reads "K. Phillips".

# APPEALS & COMPLAINTS PROCEDURE



Saint John Henry

# Newman Catholic College

**LOVE** ONE ANOTHER

**SERVICE** TO LOVE YOUR NEIGHBOUR AS YOURSELF

**COURAGE** TO DO THE RIGHT THING

**DIGNITY** TO TREAT OTHERS AS YOU WOULD LIKE TO BE TREATED

**EXCELLENCE THROUGH LEARNING**

“We strive to have the courage to celebrate  
and live our Christian Faith,  
in love and service to all others,  
to achieve dignity and excellence”

We monitor the impact of all policies on students, staff, parent and governors with particular reference to the impact on the attainment and wellbeing of students.

As a Roman Catholic College we believe that our policy should reflect our mission statement, which calls us to love and honour the dignity of every individual.

## Contents

<b>Purpose of the procedure</b> .....	4
<b>1. Policy on Internal Assessments (Coursework or Controlled Assessment) for External Qualifications</b> .....	4
<b>Appeals regarding centre decisions relating to access arrangements and special consideration</b> .....	5
<b>Appeals regarding centre decisions relating to other administrative issues</b> .....	6
<b>Written Appeals Procedure for Internal Assessments</b> .....	8
<b>2. Policy on External Assessments for External Qualification (referred to as Enquiries about Results – EARs)</b> .....	8
<b>Appealing against a declined clerical re-check or review of results request</b> .....	8
<b>Appealing against a clerical re-check or review of results outcome</b> .....	8
<b>If the centre does NOT agree to support an appeal against a review of results outcome:</b> .....	9
<b>Saint John Henry Newman Catholic College Complaints Policy</b> .....	9
<b>Grounds for complaint</b> .....	9

## Purpose of the procedure

This procedure confirms Saint John Henry Newman Catholic College is compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z, 5.8) and that the centre will:

- Have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration.
- Draw to the attention of candidates and their parents/carers its written internal appeals procedure.

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an application clerical re-check, a review of marking, a review of moderation or an appeal.
- Centre decisions relating to access arrangements and special consideration.
- Centre decisions relating to other administrative issues.

1. *Policy on Internal Assessments for External Qualifications.*
2. *Policy on External Assessments for External Qualifications (referred to as Enquiries about Results, EARs).*

### 1. Policy on Internal Assessments (Coursework or Controlled Assessment) for External Qualifications

**Newman Catholic College** is committed to ensuring that:

- Internal assessments are conducted and marked by members of the teaching staff who have the appropriate knowledge, understanding and skills and who have been trained in this area. Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the Awarding Body for the subject concerned.
- The consistency of internal assessment will be maintained by internal moderation and standardisation.
- All students' work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and regulations of the specification relating to the qualification.

#### Note to students

- If a student has any concerns about the procedures used in assessing their internally assessed work for public exams, the student should discuss the matter with the Head of Department immediately. Following that, if the matter remains unresolved, the formal Written Appeals Procedure may be used by the student concerned.
- The regulations for GCSE, GCE, Entry Level and Project Qualification Coursework Assignments, and GCSE Controlled Assessments state that:
  - i. "The work you submit for the assessment must be your own".
  - ii. "You must not copy from someone else or allow another candidate to copy from you".
  - iii. "If you copy the words or ideas of others and don't show your sources in references and a bibliography, this will be considered as cheating or malpractice".

Teachers have the right to reject a student's work on the grounds of malpractice if they have reasons to believe any of the above regulations have been broken.

The student, parent or guardian of a student has the right to appeal against any decisions to reject a candidate's internally assessed work on grounds of malpractice.

### Appeals regarding centre decisions relating to access arrangements and special consideration

Newman Catholic College will:

- Comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**.
- Ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced.

### Access arrangements and reasonable adjustments

In accordance with the regulations, Newman Catholic College:

- Recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- Complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments.

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- Putting in place access arrangements/adjustments that are not approved.
- Failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments).
- Permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence.
- Charging a fee for providing reasonable adjustments to disabled candidates AARA (Importance of these regulations).

### Special consideration

Where Newman Catholic College has evidence signed by a member of the senior leadership team to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

### Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include Newman Catholic College decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Newman Catholic College makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted.

- Appeals should be made in writing by emailing Miss Burlison, Examinations Officer at [t.burlison@newmanrc.oldham.sch.uk](mailto:t.burlison@newmanrc.oldham.sch.uk) **within at least 5 working days.**

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

#### **Appeals regarding centre decisions relating to other administrative issues**

Circumstances may arise that cause Newman Catholic College to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Newman Catholic College may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied the regulations or followed due process, a written request setting out the grounds for appeal should be submitted.
- Appeals should be made by completing an internal appeals form and by emailing Miss Burlison, Examinations Officer on [t.burlison@newmanrc.oldham.sch.uk](mailto:t.burlison@newmanrc.oldham.sch.uk) **within at least 5 working days.**

FOR CENTRE USE ONLY	
Date received	
Reference No.	

### Internal Appeals form

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support an application of clerical re-check, a review of marking, a review of moderation or an appeal
- Appeal against the centre's decision relating to access arrangements or special consideration
- Appeal against the centre's decision relating to an administrative issue

\*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes.

This form must be signed, dated and returned to the Exams Officer on behalf of the Head of Centre to the timescale indicated in the relevant appeals procedure.

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below:

(If applicable, tick below)

- Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking  
If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature:

Date of signature:

## Written Appeals Procedure for Internal Assessments

The student, parent/carer of a student wishing to appeal against the procedures used in an internal assessment should write to the Examinations Officer as soon as the matter arises. The deadline for the receipt of appeal applications to reach college is ten days prior to the start of the written examination series. Internal appeals will be considered and resolved, by the date of the last externally assessed paper of the series (e.g., by the end of June for the summer series).

On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Examinations Officer, a member of the Senior Leadership Team and a Head of Department not involved in the internal assessment decision. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirement of the Awarding Body.

The outcome of the appeal will be reported in writing to the student, parent or guardian (including relevant correspondence with the Awarding Body) before public exam results day for the award.

A written record of the appeal and the outcome will be kept on file at the centre and the Awarding Body will be informed of any amendments.

## 2. Policy on External Assessments for External Qualification (referred to as Enquiries about Results – EARs)

For information regarding querying a grade/mark awarded with a review of results request, see the results section of Student Exam Handbook.

### Appealing against a declined clerical re-check or review of results request

#### If the centre does NOT agree to support a review of results request:

- A candidate may appeal against the centre decision not to support/submit a clerical re-check or review of results request.
- Appeals should be made in writing by emailing Miss Burlison, Examinations Officer at [t.burlison@newmanrc.oldham.sch.uk](mailto:t.burlison@newmanrc.oldham.sch.uk) **at least 5 working days before the published deadline for review of results requests.**
- The appeal email should state in detail the reason(s) for the appeal. The email will be accepted as confirmation in place of signature. The email should include a daytime contact telephone number of the student and parent/carer.
- The appeal information will be reviewed by the Examinations Officer and a member of the Senior Leadership Team. The outcome of the appeal will be communicated by telephone and first-class post within 48 hours of receipt (appeals received after GCSE results day will be replied to after Monday 2<sup>th</sup> September when College re-opens). This decision is final.

### Appealing against a clerical re-check or review of results outcome

#### If I wish to appeal the outcome of a review of results:

- The Examinations Officer will communicate all clerical re-checks and review of result outcomes to the candidate once they have been received by the awarding body.
- Only the centre can appeal the outcome of a clerical re-check or review of results on behalf of the candidate. Candidates and/or their parents/carers are not entitled to appeal directly to the awarding body.



- If an application for an appeal is accepted, an investigation into candidates' or centre's results, and/or the awarding body's procedures, will follow. Appeals accepted for investigation on procedural grounds will not generally involve a further review of candidates' work.
- Appeals must be made within 30 calendar days of the awarding body issuing the outcome of the clerical re-check, review of marking ("the Outcome").
- If an application for an appeal is not accepted, the reason(s) for this will be given.

#### If the centre does NOT agree to support an appeal against a review of results outcome:

- A candidate may appeal against the centre decision not to support/submit an appeal against a clerical re-check or review of results outcome.
- Appeals should be made in writing by emailing Miss Burlison, Examinations Officer at [t.burlison@newmanrc.oldham.sch.uk](mailto:t.burlison@newmanrc.oldham.sch.uk) **within at least 10 working days of receiving the clerical re-check review of result outcome.**
- The appeal email should state in detail the reason(s) for the appeal. The email will be accepted as confirmation in place of signature. The email should include a daytime contact telephone number of the student and parent/carer.
- The appeal information will be reviewed by the Examinations Officer and a member of the Senior Leadership Team. The outcome of the appeal will be communicated by telephone and first-class post within 48 hours of receipt (appeals received after GCSE results day will be replied to after Monday 2<sup>nd</sup> September when College re-opens). This decision is final.

See *JCQ Post-Results Services* book on exams information webpage for full details on the appeals process.

#### Saint John Henry Newman Catholic College Complaints Policy

##### Grounds for complaint

A candidate (or his/her/parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

##### Teaching and learning

- Quality of teaching and learning, for example
  - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
  - Teacher lacking knowledge of new specification/incorrect core content studied/taught
  - Core content not adequately covered
  - Inadequate feedback for a candidate following assessment(s)
- 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
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her 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
- Candidate unhappy with internal assessment decision
- Centre fails to adhere to its *internal appeals procedure*

##### Access arrangements and special consideration

- 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 record their personal data online (by the non-acquisition of a completed candidate personal data 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/assistive technology 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
- Candidate unhappy with centre decision relating to access arrangements or special consideration
- Centre fails to adhere to its *internal appeals procedure*

### Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) 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 candidates 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
- 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 accepted/rejected outcome of a special consideration application if provided by awarding body

### 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 (or parent/carer) unhappy with a result (complainant to refer via Exams Officer to awarding body *post-results services*)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Centre fails to adhere to its *internal appeals procedure*
- 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

**Please see the College written complaints policy within the polices section of the Newman website, for full details on the complaints procedure, should you wish to raise a concern about the College examination processes.**

<b><u>Signed by Head of Centre:</u></b>		<b><u>Date:</u></b> 22.09.23
<b><u>Signed by Examinations Officer:</u></b>	T. Burison	<b><u>Date:</u></b> 22.09.23

*Renewal Date: September 2024*



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