



LVS Hassocks

A unique, positive education for young people
on the autism spectrum

Enquiries About Results

August 2017
Jen Weeks

Contents

- 1.0 Post Results Services3
- 1.1 Service 1 (Clerical Check).....3
- 1.2 Service 2 (Review of Marking)3
- 1.3 Service 3 (Review of Original Moderation)3
- 1.4 Access to Scripts4
- 1.5 Other Services Available4
- 2.0 LVS Hassocks Policy4
- 2.1 Review of Results by SLT (GCSE)4
- 2.2 Review of Results by Curriculum and Subject Leaders4
- 3.0 Candidate & Parental Requests6
- 3.1 Requests by Candidates.....6
- 3.2 Requests by Parents6
- 4.0 Consent6
- 4.1 Candidate Consent6
- 4.2 Parental Consent6
- 5.0 Associated Costs7
- 5.1 Awarding Body Fees 20187
- 6.0 Appeals procedure against internal assessment decisions7
- Appeals procedure against centre decisions not to support an enquiry about results8
- Controlled Assessments, Coursework and Portfolios of Evidence9
- Post-Results Services and Appeals9
- 8. Appeals9
- Appendix A.....11
- Appendix B:.....13

1.0 Post Results Services

Awarding bodies provide for the following services:

1.1 Service 1 (Clerical Check)

This is a re-check of all clerical procedures leading to the issue of a result. This service includes the following:

- To check that all parts of the script have been marked.

To check the totalling of marks.

- To check the recording of marks.
- To check the application of any adjustment (i.e approved special consideration).
- To check the application of grade thresholds.

Candidate consent is required and will be obtained by the Exams and Data Officer. The outcome of the re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry.

1.2 Service 2 (Review of Marking)

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. The service is available for externally assessed components of both unitised and linear specifications. This service includes the following:

- A clerical re-check (as outlined in 1.1 above).
- A full review of marking.

Candidate consent is required and will be obtained by the Exams and Data Officer. The outcome of the review of marking will be reported showing both the original marks and the marks following the review. Please note that marks may remain unchanged, be adjusted up or adjusted down.

1.3 Service 3 (Review of Original Moderation)

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. This service includes the following:

- A review of moderation based on the original sample of work submitted.

Candidate consent is not required as their marks may be lowered as a result but their published subject grades **will not** be lowered. The outcome may include feedback similar to that provided following the original moderation. If centre-marks are reinstated, feedback will not be provided.

Work submitted for review **must:**

- Be despatched to the moderator within three working days of the request. Failure to meet this undertaking may delay the outcome of the enquiry.
- Be the original work submitted for moderation.
- Have been kept under secure conditions and not returned to the candidates.

1.4 Access to Scripts

Scripts may only be seen by teachers or returned directly to candidates.

Where access to a script is required to determine whether a review of marking is required, a priority copy of the script can be requested. Please note that this service is available at GCE only (for both AS and A2 level). Candidate consent must be obtained in advance and this will be obtained by the Exams and Data Officer.

Where a script is required to assist teaching & learning, prior permission must be obtained from the candidates concerned. Scripts used by teachers must be kept securely within the School. Candidates have the right to instruct the Exams and Data Officer not to request their scripts.

Once a script is no longer required it must be disposed of confidentially. Confidential disposal must not take place earlier than three months after the publication of results. Scripts can be returned to the Exams and Data Officer for holding and disposal at the appropriate time if necessary.

Where a request is made for the original script to be returned, no further enquiry can be made once the awarding body has released the script.

1.5 Other Services Available

Where there is a concern about the marking of a component/subject for the whole cohort, this should be discussed directly with the Exams and Data Officer who will provide advice on the procedures for requesting a full review. It should be noted however, that in the first instance the awarding body will only review a sample of work and that the review of a sample does not mean that the awarding body will automatically proceed to review the entire cohort.

2.0 LVS Hassocks Policy

2.1 Review of Results by SLT (GCSE)

Shortly after results day SLT will review borderline cases where a candidate has not achieved a full L2 threshold. This will involve looking at candidates who have not achieved a pass grade in English & Maths. A review of marking will be actioned by SLT for any 3/4 and 4/5 borderline result, where a successful outcome may lead to a student achieving the full L2 threshold. Departments will be advised of any enquires initiated by SLT.

2.2 Review of Results by Curriculum and Subject Leaders

Electronic copies of the results received (GCE and GCSE) showing marks and grade boundaries will be made available to staff on the H drive.

Enquiries about results as outlined in section 1 can be requested by Curriculum and Subject Leaders in line with the following policy:

Clerical Re-Check

Where the result and marks achieved for an individual candidate appear to be way below the expected outcome and the results of other candidates are more or less in line with anticipated grades, a clerical re-check can be considered. Approval will need to be sought from the Exams and Data Officer on a case by case basis. Where approved, any cost associated with the enquiry will be met by the Exams and Data Officer.

Review of Marking

For candidates with a grade 4 result but close to the grade 5 boundary (within 5 UMS marks), a request can be made to have the script remarked. Where approved, any associated cost will be met by the Exams and Data Officer if the enquiry is unsuccessful. Depending on the volume being requested, departments may be asked to reconsider certain cases.

Important Note: Curriculum & Subject Leaders are reminded that it is rare that grades are improved as a result of enquires and they are costly to process. The most likely cases that will be successful are where a candidate is within 1 or 2 marks of the threshold.

Departments are expected to consider and be clear about the Uniform Mark Scale (UMS) and grade boundaries when making a request. More information can be found on the appropriate awarding body WEB site but the following points may help:

- “Raw Marks” are the marks recorded on scripts by examiners and the maximum raw mark differs according to the unit or component.
- Candidates’ results in unitised subjects are reported as uniform marks and these are fixed for all units or components with equal weighting.
- Uniform marks are calculated from raw marks (AQA provide an on-line facility to convert UMS to raw marks, which may be useful if you use this awarding body).
- There will not necessarily be an obvious direct relationship between raw and uniform marks.
- Small variations in raw marks may lead to larger UMS differences.

Remark requests for other borderline scenarios can be submitted to the Exams and Data Officer by departments, especially if the candidate is only 1 overall mark away from the grade boundary. These requests will be assessed on a case by case basis and may be approved and paid for by the Exams and Data Officer. Any request not approved or where the candidate is more than 1 mark away from the grade boundary can still be processed but the associated cost will be charged to the department if the outcome is unsuccessful.

Review of Moderation

This service must be supported by a written request to the Exams and Data Officer clearly setting out reasons why it is believed that the moderator has been harsh in any changes made to the original marks. Careful consideration should be given to any feedback or report provided by the moderator.

Each request will be considered and approved/declined by the Head of School / Deputy Head on a case by case basis. If approved, any associated costs for an unsuccessful outcome will be met by the Exams and Data Officer.

Access to Scripts

Copies of scripts can be requested to assist with teaching and learning or to try and establish why a candidate has done particularly badly in an exam. Approval will need to be sought from Exams and Data Officer on a case by case basis. Where approved, any associated costs will be met by the Exams and Data Officer.

3.0 Candidate & Parental Requests

3.1 Requests by Candidates

Candidate requests can be considered and will initially, be referred to the department concerned. If the request falls outside of the School policy or the department does not support the request, the matter should be referred to the Exams and Data Officer who will be able to discuss the options available with the candidate.

3.2 Requests by Parents

Parental requests will also be considered but will initially be referred to the department concerned. If the request falls outside the School policy or the department does not support the request, the Exams and Data Officer will then discuss the matter further with the parents.

If necessary a request to make an enquiry, which is not supported by the School will be processed, provided that the parent or candidate agrees to pay any associated cost if the outcome is unsuccessful.

4.0 Consent

4.1 Candidate Consent

No enquiry can be made without first obtaining the consent of the candidate. Obtaining consent will be actioned by the Exams and Data Officer.

Where a candidate refuses consent, departments will be advised accordingly and the request will not be progressed.

4.2 Parental Consent

Enquiries cannot be processed at the request of a parent alone. Written consent must be provided by the candidate regardless of the parents' wishes.

5.0 Associated Costs

5.1 Awarding Body Fees 2018

Post results services are very costly and vary between the awarding bodies, which is why careful consideration should be given before making any requests to the Attendance and Exams Officer.

If you have any questions concerning post results services or the policy of the College, please contact the Attendance and Exams Officer.

6.0 Appeals procedure against internal assessment decisions

LVS Hassocks is committed to ensuring that internal assessments are marked and administered fairly, consistently and in accordance with the awarding body specifications and subject specific associated documents.

This is ensured by:

- Subject staff having the necessary and appropriate knowledge, understanding, skills, and training in this activity
- Subject staff authenticating candidates work according to the requirements of the relevant awarding body
- A process of internal moderation and standardisation led by nominated staff

An appeal against internal assessment decisions can be made, based on the above not being fulfilled.

All appeals must follow the procedure detailed below.

Note - *appeals may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.*

1. Appeals should be made as early as possible and **at least by 3pm Friday 6 May 2018**
2. Appeals should be made using the **internal appeals form (Appendix 1)** completed by the candidate (or parent/carer)
3. All internal appeals forms must be returned to the examinations officer
4. The head of centre will appoint a member of the senior leadership team, who has no involvement in the assessment process for that subject to conduct the investigation
5. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements as detailed in the awarding body specification(s) and/or subject-specific associated documents
6. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to internal assessment procedures

7. The outcome of the appeal 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 appeal bring any significant irregularity in procedures to light, the awarding body will be informed

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

Appeals procedure against centre decisions not to support an enquiry about results

Following the issue of results, the general qualification awarding bodies offer [post-results services](#). Full details of these services, internal deadlines for requesting a service and fees charged will be provided by the exams officer.

The service, *enquiries about results* (EARs), may be requested by centre staff or candidates (or their parents/carers) if there are reasonable grounds for believing there has been an error in marking. If a query is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense.

When LVS Hassocks does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the **internal appeals form** at least **one week prior** to the internal deadline for submitting an EAR.

Appeals procedure following the outcome of an enquiry about results

Where the head of centre remains dissatisfied after receiving the outcome of an EARs, an appeal will be made to the awarding body, following the guidance in the JCQ publications *Post-results services* <http://www.jcq.org.uk/exams-office/post-results-services> and *A guide to the awarding bodies' appeals processes* <http://www.jcq.org.uk/exams-office/appeals>

Where the head of centre is satisfied after receiving the outcome of an EAR, but the internal candidates and/or their parents/carers are not satisfied, they may make a further representation to the head of centre. Following this, the head of centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. Candidates, parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the exams officer within **48 hours** of the notification of the outcome of the enquiry. Following this the centre's *outcome of an enquiry about results appeals process* (appendix 2) will be conducted by the examinations officer. Subject to the appeal outcome, this will allow the centre to process the appeal and submit to the awarding body within the required 14 calendar days. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on the internal

appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

The internal appeals procedures for LVS Hassocks have been produced to demonstrate compliance with the following:

JCQ General Regulations for approved centres <http://www.jcq.org.uk/exams-office/generalregulations>

Controlled Assessments, Coursework and Portfolios of Evidence

5.8 The centre agrees to have in place, and be available for inspection purposes, a **written** internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)

Post-Results Services and Appeals

5.14 The centre agrees to have available for inspection purposes and draw to the attention of candidates and their parents/carers, a **written** internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an enquiry about results or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

JCQ Post-results services <http://www.jcq.org.uk/exams-office/post-results-services>

6.4 Submission of requests

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.**

8. Appeals

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over appeals with centres and private candidates.**

JCQ A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

12. Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

Ofqual *GCSE, GCE, Principal Learning and Project Code of Practice*

<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

9.13 The awarding organisation must require centres offering its examinations to ensure that they have in place:

iii.a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by

the centre not to support an enquiry.

Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.

9.14 In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

Appellants should consult the full information in the above publications to be fully informed when stating their grounds for appeal.

Further information can be obtained from: <http://www.icq.org.uk/exams-office/controlled-assessments> <http://www.icq.org.uk/exams-office/coursework> <https://www.gov.uk/appeal-exam-result> <http://www.icq.org.uk/examination-system/the-appeals-process>

Appendix A

Internal appeals form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- an internal assessment decision**
- the centre decision not to support an enquiry about results**
- the outcome of an enquiry about results**

Name of appellant		Candidate name <i>if different to appellant</i>	
Awarding body		Unit/module/exam paper code	
Subject		Unit/module/exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against an internal assessment decision

Appellant declaration

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents. I also understand the appeal may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

Appeal against the centre decision not to support an enquiry about results Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results

Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated and returned to the EO, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

Appendix B:

AQA

Head of Performance Standards

AQA

Devas Street

Manchester M15 6EX

appeals@aqa.org.uk

CCEA

Business Assurance Manager Clarendon Dock

29 Clarendon Road

Belfast

BT1 3BG

OCR

Appeals Team

OCR

1 Hills Road

Cambridge CB1 2EU

appeals@ocr.org.uk

Pearson

Appeals Office

One90 High Holborn

London

WC1V 7BH

edexcelappeals@pearson.com

WJEC

Assistant Director (Customer Support)

WJEC

245 Western Avenue

Cardiff CF5 2YX

appeals@wjec.co.uk