



# SCHOOL

# POLICY

Policy Name:	Internal Appeals
Review date:	
Date to be reviewed:	
Agreed by the BOG on:	
Policies which are linked to this policy:	Complaints and Appeals

Integrated Education has been one of the most significant social developments within Northern Ireland in the last 40 years. Priory wears its Integrated ethos and practice with pride, Integration is prioritised by school leadership and is led by the Principal, BOGs and a drive team, under the leadership of the newly appointed Integration Co-ordinator. The four core principles of integrated education - **equality, faith and values, parental involvement** and **social responsibility** are central in all we do. Integration and Inclusion remains high on the agenda of the college and we will endeavour to make sure that every child is welcomed and taught in a safe and nurturing Priory College.

## College Mission Statement

Priory Integrated College welcomes children from all traditions, cultures and abilities. Together, we aim to empower every child to reach their full potential, in a nurturing, caring environment which upholds respect and excellence for all.

	• <b>Centre Assessed Marks</b>
	• <b>Post Results Service</b>
	• <b>Access Arrangements and Special Consideration decision</b>

### **Centre-Assessed Marks**

This procedure confirms Priory Integrated College compliance with JCQ General Regulations for Approved Centres that the centre 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
- Inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed marks
- Inform candidates that they may request copies of the marked assessment work and the mark scheme to assist them in considering whether to request a review of the centre's marking of the assessment
- Having received a request for copies of the materials, promptly make them available to the candidate. This will either be the originals viewed under supervised conditions or copies.
- Inform candidates they will not be allowed access to original assessment material unless supervised
- Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review, they will need to explain what they believe the issue to be
- Provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests **must** be made in writing and candidates **must** explain on what grounds they wish to request a review. Candidates must complete the internal appeals form
- 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 for the submission of marks
- Ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
- Will inform the candidate in writing of the outcome of the review of the centre's marking

The outcome of the review of the centre's marking will be made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request.

## **Post Results Services**

This procedure confirms Priory Integrated College compliance with JCQ General Regulations for Approved Centres that the centre will:

Following the issue of results, awarding bodies make post-results services available.

Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer.

Candidates will need to complete the appropriate consent form.

Full payment of the review is required before any review of results is processed.

### **Post Results Services**

- Clerical re-checks
- Reviews of marking
- Reviews of moderation
- Access to scripts

## **Access Arrangements and Special Consideration**

This procedure confirms Priory Integrated College compliance with JCQ General Regulations for Approved Centres that the centre 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,

### **Priory Integrated 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:

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- 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

### **Special consideration**

Where Priory Integrated College can provide signed evidence to support an application, it will apply for special consideration at the time of the exam/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 exam/assessment or demonstrate his or her normal level of attainment in an exam/assessment.

Candidates can appeal decisions made by the School in relation to **Access Arrangements and Special Consideration** by completing Learner Appeals Form (available from Examinations Officer).

### **Our Complaints Policy**

We are committed to providing a quality education and training service to all our learners, maintaining high standards of conduct in our operations and working in an open and accountable way. By listening and responding to the views of our learners we can improve the quality of our services to them. We try to ensure that:

- Making a complaint is easy and straightforward
- We treat all complaints seriously and sensitively
- Complaints are dealt with promptly and politely
- We respond to complaints proportionately, ie ranging from an immediate informal apology through to a formal written response

### **Informal Approach**

An informal approach is appropriate when it can be achieved. Therefore, in the first instance you should raise the issue with the member of staff concerned as soon as is reasonably practicable, in order that the matter might be resolved swiftly and informally. If, however, the matter cannot be resolved satisfactorily you should follow our formal complaints procedure.

## **Formal Complaints Procedure**

### **Stage One**

Stage One Appeals Form is available from the Examinations Officer.

You can expect your complaint to be acknowledged within 3 working days of receipt. In our reply we will **either** give our response to your complaint **or** give you an interim response along with the reason/s for not yet being able to provide a response. The usual reason for this is that we need to make further investigations which will take a number of days to complete.

You can expect to receive our response to your complaint and an explanation within 10 working days.

### **Stage Two**

If you are not satisfied with our response you can appeal this by writing to our Head of Centre. This should be by letter addressed to The Principal. Your letter should set out your complaint and the reason/s for your dissatisfaction with our response.

You can expect this appeal to be acknowledged within 3 working days of receipt. The Head of Centre will forward this to Senior Leadership Team to review your complaint and our response. You may be invited in to a meeting as part of the review process.

You can expect to receive the Head of Centre's response to your appeal within 20 working days. The decision of the Head of Centre is final.

Stage Two Appeals Form is available from the Examinations Officer.

## **Appendix 1**

### **Assessment Appeals Procedure**

#### **Learner Appeals Form**

## Application for an appeal

AQA      City & Guilds      OCR      Pearson      WJEC

Centre Number

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The details provided on or appended to this form will form the basis of the case being put forward by the appellant.

When completing the details, please pay particular attention to **section 10** of this form, which outlines the grounds for appeal and summarises your reasons for appealing. If you require clarification or assistance, please contact the relevant awarding body.

### Please indicate the type of appeal or review being initiated

- ☐ Post-results services
- ☐ Malpractice
- ☐ Access arrangements, reasonable adjustments or special consideration
- ☐ Review of other administrative decisions

If this is an appeal against the outcome of a clerical re-check, a review of marking, a review of moderation or an access arrangement/special consideration decision, please indicate below whether this is an application for a preliminary appeal or an appeal hearing.

- ☐ Preliminary appeal
- ☐ Appeal hearing\*

**\*Please note that an appellant cannot proceed to an appeal hearing unless they have already initiated a preliminary appeal and this appeal has been completed.**

1. Name of appellant:
2. Centre name:
3. Address:
4. Telephone number:
5. Name and position of person to contact at the centre:
6. Email address of contact person:
7. Examination series:
8. Title and level of specification:
9. Name(s) and candidate number(s) of candidate(s) on whose behalf you are appealing (where applicable).

Candidate name	Candidate number	Component/unit code

(Continue on another sheet if necessary.)

10. Grounds for appeal:

Please state the grounds for this appeal, continuing overleaf as necessary, and attach all supporting documentation. If the centre attends a hearing, there will be opportunities for further points to be raised during the hearing, but substantive new evidence **should not** be introduced on the day of the hearing. It is in the interest of all parties that all grounds for appeal are clearly stated in the application.

11. Names and positions of people attending an appeal hearing:

Signed:  
(Appellant)

Date:        /        /

**Please return the completed form to the relevant awarding body. If you have not received an acknowledgement within five working days, please contact the awarding body.**





AQA

City &amp; Guilds

CCEA

OCR

Pearson

WJEC

## Appeals, June 2023 examination series

### Candidate consent form

#### Information for candidates

The following information explains what may happen during the appeals process.

If your school or college submits an application for an appeal on your behalf after your subject grade has been issued, there are three possible outcomes:

- Your original calculated grade is lowered, so your final grade may be lower than the original grade you received.
- Your original calculated grade is confirmed as correct, so there is no change to your grade.
- Your original calculated grade is raised, so your final grade may be higher than the original grade you received.

In order to proceed with the appeal, you must sign the form below. (This can be an electronic, handwritten or typed signature.) This tells the head of your school or college that you have understood what the outcome might be, at any stage of the appeals process, and that you give your consent to the appeal being submitted.

#### Candidate consent form

<b>Centre Number</b>	<b>Centre Name</b>
<b>Candidate Number</b>	<b>Candidate Name</b>

Details of enquiry (Awarding Body, Qualification level, Subject title)

.....

.....

I give my consent to the head of my school or college to start the appeals process for the subject(s) listed above. In giving consent I understand that the appeals process could lead to my final calculated subject grade being lower than, higher than, or the same as the result which was originally awarded for this subject.

**Signed:** .....

**Date:** .....

This form should be retained on the centre's files for at least six months following the outcome of the appeal.



## Assessment Appeals Procedure Learner Appeals Form

<b>Learner:</b>	
<b>Assessor/Teacher:</b>	
<b>HOD/Internal Verifier:</b>	
<b>Title of Assignment:</b>	
<b>Unit:</b>	

Please indicate the type of appeal or review being initiated

Completion of Post-Results Services

☐

Malpractice

☐

Access arrangements, reasonable  
adjustments or special consideration

☐

Review of other administrative decisions

☐

### Stage One

**To be completed by the learner:**

Details of Assessment Decision (Marks/Grade Awarded):	
Learner's Reasons for Appeal:	
Learner Signature:	Date:

**To be completed by Teacher/Assessor:**

Date appeal received:	
Teacher/Assessor Decision:	
Teacher/Assessor Signature:	Date:

To be completed by the learner (delete where not applicable)

- I understand and accept the assessment decision
- I wish to proceed to Stage Two of the appeals procedure

Learner Signature:	Date:
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## Stage Two

**To be completed by HOD/Internal Verifier:**

Date appeal received:

Decision:

HOD/IV Signature:

Date:

To be completed by the learner (delete where not applicable)

- I understand and accept the assessment decision
- I wish to proceed to Stage Two of the appeals procedure

Learner Signature:

Date: