

Person Responsible	Mrs Jane Witwicki	Review frequency	Annual
Authorised by	Head of Centre	Review Date	June 2021
Date	9/6/20		

1 Purpose of the procedure

This procedure confirms The Warriner School's compliance with JCQ's General Regulations for Approved Centres 2020-2021, section 5.8 that the centre will draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.

2 Grounds for complaint

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

2.1 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
- 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 procedure)
- Centre fails to adhere to its internal appeals procedure
- 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

2.2 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 - Exam Complaints and Appeals Policy
- 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

2.3 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

2.4 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
- 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

2.5 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 (complainant to refer to the Headteacher)
- 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

3 Complaints and appeals procedure

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, The Warriner School encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, in writing to the Head of Centre.

If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

3.1 How to make a formal complaint

- A complaint should be submitted in writing by completing an examination appeals form
- Forms are available at the end of the policy
- Completed forms should be returned to the Head of Centre
- Forms received will be logged by the centre and acknowledged within 5 calendar days

3.2 How a formal complaint is investigated

- The Head of Centre will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion
- The findings and conclusion will be provided to the complainant within 2 working weeks

3.3 Appeals

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- Any appeal must be submitted in writing by again completing an examination appeals form
- Forms received will be logged by the centre and acknowledged within 5 calendar days
- The appeal will be referred to the Chair of Governors (or a special Committee of the Governing body) for consideration
- The Chair of Governors (or Committee) will inform the appellant of the final conclusion in due course

Addendum due to Covid - 19

Introduction to summer 2020 CAGs:

On 18 March 2020, the Secretary of State for Education announced that the summer 2020 GCSE, AS and A level exam series would be cancelled in order to help fight the spread of the Coronavirus (COVID-19) and that students due to sit the exams would be awarded a grade based on an assessment of the grade they would have been most likely to achieve had exams gone ahead.

On 23 March, in a written statement to Parliament, the Secretary of State explained the government's intention that results would be issued to this year's cohort based on a range of evidence and data, including performance on mock exams and non-exam assessment. School or college-based assessment already has an important role in many GCSEs, AS and A levels and in extraordinary circumstances such as these, schools and colleges are best placed to judge the likely performance of their students at the end of the course.

Ofqual and exam boards will do everything they can to make sure grades awarded this year are as fair as possible for students. This will include putting all centre assessment grades through an external standardisation process to better ensure that grades are comparable between schools and colleges.

Appealing calculated grades

Ofqual have confirmed that the normal appeal process, when exams and marking have taken place, are unable to happen this year as there are no exam scripts to review or mark.

However, they have said:

- Appeals will be allowed in cases where a centre believes it has made an error when submitting its information
- Appeals will be allowed if a centre believes an exam board made a mistake when calculating, assigning or communicating a grade
- Appeals will be allowed if a student has evidence of bias or discrimination, which they would raise with the centre and pass the evidence on to the exam board who would investigate for potential malpractice
- Appeals will **not** be allowed by a student who does not agree with their school's assessment grade/s – if a student feel their assessment grade/s do not reflect their ability there will be an opportunity to take their exams in the autumn or summer series – exact timings TBC. Fees for all aspects of the exam processes are set by exam boards. They will share information on any fees for appeals separately
- Ofqual have decided that, as now, centres must have a procedure (1) which allows students to request that a review is conducted of the centre's decision not to appeal to an exam board

Ofqual are investigating whether it is possible to identify from previous years' national data how, and the extent to which, specific significant changes in the demographic make-up of a centre's cohort typically affects a centre's performance relative to previous years. If they are able to identify such a relationship, they will look for a way to enable a centre to make a case that the exam board had not used reliable data when it standardised its centre assessment grades for a subject. Ofqual would need to be assured that the approach was fair to students overall.

Ofqual will aim to make and announce a decision on this possibility before the end of June.