



SOCIAL ARTS FOR EDUCATION

Internal Appeals for Exams Procedure

Updated May 2019

At Social Arts for Education, we have a procedure for candidates or their carers to request access to the enquiry and appeals system. We also have a procedure for lodging enquiries about results in cases where the centre supports an enquiry lodged by a candidate or carer. We will ensure a formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.' (Code of Practice 2005/06, p45). We also will ensure that the procedures are published, and are made widely available and accessible to all candidates or their carers, namely on our Policies and Procedures folder within our open-access plans and resources site at [lessons@safeschoolbexley.co.uk](mailto:lessons@safeschoolbexley.co.uk)

Our procedure mirrors the guidelines suggested by JCQ and are to be taken only if any dispute is not resolved by the candidate or their carer having a formal and noted discussion with the Head of Centre.

### **Guidance for Centres on establishing an appeals procedure**

1. The Head of centre should nominate a senior member of staff to manage appeals. At Social Arts for Education, this person is Ruth McWeeney. This person should also be responsible for disseminating information to all candidates and their carer/s about the appeals procedures and for informing the Head of centre about the existence and outcome of all such appeals.
2. Any complaints should be made in writing and sent to Ruth McWeeney at [ruth.mcweeney@safeschoolbexley.co.uk](mailto:ruth.mcweeney@safeschoolbexley.co.uk). Ruth McWeeney will then respond to this email within 14 days.
3. There should be an opportunity for the teacher(s) concerned in making the assessment, which is the subject of the appeal, to see a copy of the appeal and to respond to this in writing, with a copy sent to the candidate.
4. The appeals procedure should allow the candidate bringing the appeal to have an opportunity to have a personal hearing if they are not happy with the written response they have received. A candidate should be given reasonable notice of the hearing date; they should have sight of all relevant documents (e.g. the marks given, the assessments made) to the case in advance of the hearing. Where a candidate is presenting their own case they should be allowed to be accompanied by a (single) carer/ friend. The teacher(s) and candidate should have the opportunity to hear each other's submission to the panel at the hearing.
5. The appeals procedure should include guidance as to who should hear the appeal. The panel should comprise at least two individuals who had not previously dealt with the particular case. One of the individuals should be a senior member of staff and the second another independent person, whether another member of staff, or, for example, a governor.
6. The centre should maintain a written record of all appeals. This record should include the outcome of an appeal and reasons for that outcome. The centre should

send a copy to the candidate and, where appropriate, to their carer/s within a specified time limit.

7. The centre should inform the Awarding Body if there is any change to an internally assessed mark as a result of an appeal. Any internal dispute or appeal against an internal assessment decision must be resolved speedily, since Awarding Bodies' cannot change the dates on which certificates are printed and issued. Centres will need to give careful consideration to the dates between which appeals could be heard, taking into account the results date for the relevant examination series.

8. For appeals regarding Art and Design, please see the policy Art and Design Internal Appeals Policy in our exam admin folders online.

This procedure was last updated on 23/04/16