



Haygrove School Complaints - Internal Appeals Policy

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This policy is due for review in January 2019.

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School Commitment

Haygrove School is committed to ensuring that whenever its staff assesses students' work for external qualifications, this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments should be conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity.

Students' work should be produced and authenticated according to the requirements of the awarding body and the Joint Council for Qualifications (JCQ). Where a set of work is divided between staff, consistency should be assured by internal moderation and standardisation.

If a student feels that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure.

The existence of this procedure is made known to students in subject lessons where coursework or controlled assessments are a component of the subject award. An outline of these procedures is also included in our Course Guidance Booklet which is issued to students at the beginning of KS4 and posted on the school website.

Aim of the Policy

- To enable the student to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the student and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a student's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all students and the integrity of the qualification.

In order to do this, the school will:

- Inform the student, at the beginning of the course, of the Internal Appeals Policy and procedure.
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a student considers that a decision continues to disadvantage him/her after the internal appeals process has been exhausted.
- Keep appeals records for inspection by awarding body for at least 18 months.
- Have a staged appeals procedure.
- Take appropriate action to protect the interests of other students and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.

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Internal Procedure

This procedure is available from the Senior Leadership Team (SLT) and the Examinations Officer.

1. Appeals will be investigated by the SLT member responsible for examinations and the Examinations Officer. If the Examinations Officer was directly involved in the assessment in question, the Headteacher will appoint another member of staff of similar or greater seniority to conduct the investigation.
2. Appeals should be made as soon as possible, in writing (see Appendix 1) stating the details of the complaint and the reason for the appeal, to the nominated person, who will investigate the appeal. The appeal letter should be signed by both the student and parent/guardian. Appeals must be made at least two weeks before the end of the last externally assessed paper in the examinations series.
3. The SLT member responsible for examinations, or appointed member of staff, will decide whether the process used for the internal assessment conforms with the requirements of the awarding body and the JCQ . This will be done before the end of the examination series.
4. The subject teacher(s) concerned with making the assessment will be given the opportunity to see the student's appeal and respond to the appeal in writing. A copy of this response will be sent to the student.
5. The student must state in writing if they are satisfied/not satisfied with the written response they have received from the teacher.
6. If the student is not satisfied they will be invited (with reasonable notice) to a personal hearing. This invitation will be in writing and will include a copy of all relevant documentation (e.g. given marks, assessments made). The student must be accompanied by a (single) parent/guardian. The teacher(s) and student will be given the opportunity to hear each other's submission to the panel at the hearing.
7. The panel will comprise of a senior member of staff and a Governor, both of whom will have had no dealings with the case prior to the hearing.
8. The student will be informed in writing of the outcome of the appeal, including any correspondence with the awarding body, any changes made to the assessment of the work, and any changes made to improve matters in future. This will be received by the student within two weeks of the hearing.

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Internal Procedure (continued)

9. The outcome of the appeal will be made known to the Headteacher, and will be logged as a complaint. The school will maintain a written record of all appeals. This record will include the outcome of the appeal and reasons for that outcome. This record will be made available to the awarding body at their request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

10. The school will inform the relevant awarding body if there is any change to the internal assessment mark as a result of the appeal.

Moderation

After work has been assessed internally it is moderated by the awarding body to ensure consistency between schools. Such moderation frequently changes the marks awarded for internally assessed work. That is outside the control of, and is not covered by, this procedure. If you have concerns about it, please ask the Examinations Officer for a copy of the appeals procedure of the relevant awarding body.

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INTERNAL APPEALS PROCEDURE

*Please complete this form and return it to the Examinations Officer,
Haygrove School, Durleigh Road, Bridgwater, Somerset, TA6 7HW*

Student's full name: _____

Subject: _____

Subject teacher: _____

Details of complaint:

Reason for appeal:

If needed, please continue on additional page and attach to this sheet.

Signed: _____ **Date:** _____

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For centre use only

Name of investigator: _____

Date procedure received: _____

Did assessment conform to JCQ/awarding body requirements?

Date response requested to subject teacher: _____

Date response received: _____

Copy of subject teacher's response sent to student:

Date of reply from student: _____

Date reply received from student and outcome: _____

Date of appeal: _____

Date invitation sent to student: _____

Members of the panel:

Outcome of appeal:

Date information sent student: _____

Signed: _____ Date: _____