

HAYDON SCHOOL EXAMS POLICY



# HAYDON SCHOOL

Wiltshire Lane  
Pinner  
HA5 2LX  
Tel: 020 8429 0005  
Fax: 020 8868 8213

# EXAMS POLICY

## 2015

## HAYDON SCHOOL EXAMS POLICY

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## THE 11-19 EXAMINATIONS POLICY

### 1.1 THE POLICY PURPOSE

1.1.1 The purpose of this exam policy is:

- to ensure the planning and management of exams is conducted efficiently and in the best interest of candidates.
- to ensure the operation of an efficient exam system with clear guidelines for all relevant staff.

1.1.2 It is the responsibility of everyone involved in the centre's exam processes to read, understand and implement this policy.

1.1.3 The exam policy will be reviewed every two years.

1.1.4 The exam policy will be reviewed by the Head of Centre, Senior leadership team and Exams officer.

### 1.2 EXAM RESPONSIBILITIES

1.2.1 The Exams Office manages the administration of public and internal exams;

- Advises the senior leadership team, subject and class tutors and other relevant support staff on annual exam timetables and application procedures as set by the various awarding bodies.
- Maintains systems and processes to support the timely entry of candidates for their exams.
- Produces and distributes timetables to candidates for all internal / external exams and communicates regularly with staff concerning imminent deadlines.
- Ensures that candidates and their parents are informed of the rules and regulations set by the JCQ and Haydon School.
- Provides and confirms detailed data on estimated entries to the awarding bodies.
- Receives, checks and stores securely all exam papers and completed scripts.
- Make applications for special considerations in accordance with the JCQ "Access arrangements, reasonable adjustments and special consideration" handbook.
- Identifies and manages exam timetable clashes.
- Training and monitoring of a team of exams invigilators responsible for the conduct of exams.
- Advises on appeals and re-marks.
- Arranges for dissemination of exam results and certificates to candidates.

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- Responsible for reporting all suspicions or actual incidents of malpractice in accordance with the JCQ “*Suspected malpractice in examinations and assessments*” handbook.

## 1.2.2 Teachers are responsible for:

- Ensuring exam entries / registrations are completed correctly via the schools MIS system and within the deadlines set by the exams office.
- Ensuring that the exams office is notified by the end of September each year of any changes in the awarding body or syllabus for their subject.
- Ensuring that any official awarding body internal assessments / controlled coursework is conducted in accordance with JCQ guidelines.
- Submission of candidates' coursework marks and coursework. Tracking despatch and storing returned coursework and any other material required by the appropriate awarding bodies correctly and on schedule in accordance with JCQ guidelines.
- It is the responsibility of the Teacher in-charge of BCS Qualifications to ensure that all Invigilators for British Computer Society (BCS) qualifications are formally observed at least once in the first six months and then annually. All records must be retained for audit purposes.

## 1.2.3 The Special Educational Needs Coordinator SENCo is overall responsible for:

- Identification and testing of candidates to ensure they meet requirements for access arrangements.
- Processing applications for access arrangements online within the deadlines set by the awarding bodies in accordance with the JCQ “Access arrangements, reasonable adjustments and special consideration” handbook.
- Ensuring that testing/assessments conducted are processed online and outcomes made available to the exams office and Heads of departments before the candidates are due to sit any exams/controlled assessments.
- Notification of access arrangements in writing to parent(s)/guardian(s).
- Provision of additional support – Arranging for **Learning Support Assistants** to act as scribes/readers/promoters and additional support for the exam invigilation team to be available when needed during external examinations.
- Arranging all invigilation for students with access arrangements during internal/mock examinations.

## 1.2.4 Lead invigilator/invigilators are responsible for:

- Making the necessary announcements at the beginning and end of the exams.
- Reporting any incidences of irregular behaviour or conduct prejudicial to the completion of the examination.

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- Supervision of candidates in the exam room.
- Collection of exam papers and other material from the exams office before the start of the exam.
- Collection of all exam papers in the correct order at the end of the exam and their return to the exams office.

1.2.5 Candidates are responsible for:

- Confirmation and checking of exam entries on individual timetables.
- Ensuring that they are entered for the correct re-takes via the exams office.
- Understanding coursework regulations and signing a declaration that authenticates the coursework as their own.
- Following all rules and regulations set by Haydon School & JCQ for all examinations.

## **2. QUALIFICATIONS**

### **2.1 QUALIFICATIONS OFFERED**

- 2.1.1 The qualifications offered at this centre are decided by the Head of Centre / Senior leadership team.
- 2.1.2 The qualifications offered are AS/A2, Functional skills, GCSE, Entry level, BTEC & BCS ECDL.
- 2.1.3 The subjects offered for these qualifications in any academic year may be found in the centre's published prospectus for that year. If there has been a change of specification from the previous year, the exams officer must be informed by 30 September each year.
- 2.1.4 Informing the exams office of changes to a specification is the responsibility of the Heads of faculty and Heads of subject.
- 2.1.5 Decisions on whether a candidate should be entered for a particular subject will be taken in consultation with the Candidates/parents/carers and Subject teachers.

## **3. EXAM SERIES AND TIMETABLES**

### **3.1 EXAM SEASONS**

- 3.1.1 Internal exams and assessments are scheduled in December, January, May and June of every academic year.

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- 3.1.2 External exams and assessments are scheduled in November, May and June.
- 3.1.3 Internal exams are held under external exam conditions.
- 3.1.4 The Head of Centre decides which exam series are used in the centre.
- 3.1.5 On-demand assessments are to be scheduled in agreement with the exams office.

**3.2 TIMETABLES**

- 3.2.1 Once confirmed, the exams officer will circulate the exam timetable for Internal/External exams.

**4. ENTRIES, ENTRY DETAILS AND LATE ENTRIES**

- 4.1 Candidates are selected for their exam entries by the Heads of faculty/department and Heads of subject.
- 4.2 Candidates or parents/carers can request a subject entry, change of level or withdrawal.
- 4.3 The centre accepts entries from former candidates wishing to re-sit any modules previously sat at our centre.
- 4.4 Our centre does not accept External candidates' for Examinations.
- 4.5 The centre does not act as an exam centre for other organisations.
- 4.6 Entry deadlines are circulated to heads of department via Email.
- 4.7 Late entries are authorised by Heads of faculty, Heads of subject and the Exam Officer.
- 4.8 GCSE retakes are permitted but only for English / Mathematics and all costs incurred are to be covered by the candidate.
- 4.9 AS retakes are permitted but all costs incurred are to be covered by the candidate.
- 4.10 A2 retakes are permitted but all costs incurred are to be covered by the candidate.
- 4.11 Re-sit decisions will be made in consultation with Candidates, Heads of subject and Heads of faculty/department.

**5. EXAM FEES**

- 5.1 Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies.
- 5.2 GCSE entry exam fees are paid by the Centre.
- 5.3 AS entry exam fees are paid by the Centre.
- 5.4 A2 entry exam fees are paid by the Centre.

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- 5.5 Late entry or amendment fees are paid either by the Departments or the Candidate.
- 5.6 Fee reimbursements are sought from candidates who decide to sit an exam after the late entry/withdrawal deadline/fail to sit an exam/do not meet the necessary coursework requirements without medical evidence or evidence or other mitigating circumstances.
- 5.7 Re-sit fees are paid by Candidates.

## 6. EQUALITY ACT

The Head of Centre must ensure that the centre meets the requirements of the Equality Act 1995 (DDA), extended in 2005, and the Disability Equality Duty (DED) 2010.

The DDA introduced measures aimed at eliminating the discrimination often faced by disabled people. The main provisions of the Act give protection to disabled people in the areas of employment and education.

'A person has a disability for the purposes of the DDA if s/he has a physical or mental impairment that has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities.

'To find out more about exactly how your centre can satisfy the requirements of the DDA visit the DDA information page on the QCDA website.

The centre will meet the disability provisions under the DDA (or the Equality Act 2010), by ensuring that the exams centre is accessible and improving candidate experience. This is the responsibility of the Head of centre.

## 7. ACCESS ARRANGEMENTS

- 7.1 A candidate's access arrangements requirement is determined by the SENCO and Educational Psychologist/Specialist teacher.
- 7.2 The SENCO will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an exam.
- 7.3 Submitting completed access arrangement applications to the awarding bodies is the responsibility of the Educational psychologist/Specialist teacher.
- 7.4 Rooming for access arrangement candidates will be arranged by the exams officer.
- 7.5 Invigilation and support for access arrangement candidates will be organised by the exams officer and SENCO.

## 8. CONTINGENCY PLANNING

Contingency planning for exams administration is the responsibility of the Senior leadership team.

## 9. PRIVATE CANDIDATES

Managing private candidates is the responsibility of the Exams Officer.

## **10. ESTIMATED GRADES**

Heads of faculty and Heads of subject are responsible for submitting estimated grades to awarding body when requested by the exams officer.

## **11. MANAGING INVIGILATORS**

- 11.1 External staff are used to invigilate examinations.
- 11.2 These invigilators will be used for selected Internal exams and all External exams.
- 11.3 Recruitment of invigilators is the responsibility of the Exams office and Senior leader in charge of the Exams department.
- 11.4 Securing the necessary Disclosure and barring Service (CBS) clearance for new invigilators is the responsibility of the Centre administration.
- 11.5 CBS fees for securing such clearance are paid by the centre.
- 11.6 Invigilators are timetabled and briefed by the Exams office.
- 11.7 Invigilators rates of pay are set by the Senior leadership team member in charge of Examinations.

## **12. MALPRACTICE**

The Head of Centre and the Examinations Officer is responsible for investigating suspected malpractice.

## **13. EXAM DAYS**

- 13.1 The exams officer will book all exam rooms and ensure that exam stationery and materials are made available for the invigilators.
- 13.2 Premises Staff are responsible for setting up the larger exam venues.
- 13.3 The Senior invigilator will start all exams in accordance with JCQ guidelines.
- 13.4 Subject staff may be present at the start of the exam to assist with identification of candidates but must not advise on which questions or sections are to be attempted.
- 13.5 In practical exams, subject teachers may be on hand in case of any technical difficulties.
- 13.6 Exam papers must not be read by subject teachers or removed from the exam room before the end of a session. Papers will be distributed to heads of department two days after the exam has been completed.

## **14. CANDIDATES**

### **14.1 ALL CANDIDATES**



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- 14.1.1 The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones and other electronic devices apply at all times.
- 14.1.2 Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- 14.1.3 Disruptive candidates are dealt with in accordance with JCQ guidelines. Candidates are expected to stay for the full duration of the exam.
- 14.1.4 Candidates may only leave the exam room for a genuine reason and are required to return immediately to the exam room. They must be accompanied by a member of the exams staff at all times.
- 14.1.5 The Exams officer is responsible for handling late or absent candidates on the exam day.

**14.2 CLASH CANDIDATES**

- 14.2.1 The exams office staff and external invigilators will be responsible as necessary for supervising candidates with exam clashes.

**14.3 SPECIAL CONSIDERATION**

- 14.3.1 Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the centre, the exams officer, or the exam invigilator, to that effect.
- 14.3.2 The candidate must support any special consideration claim with appropriate evidence within seven days of the exam, for example by providing a letter from the candidate's doctor.
- 14.3.3 The exams office will then forward a completed special consideration form to the relevant awarding body.

**15. INTERNAL / CONTROLLED ASSESSMENTS AND APPEALS****15.1 INTERNAL / CONTROLLED ASSESSMENT REPLACES THE LARGELY DISCONTINUED TERM COURSEWORK**

- 15.1.1 It is the duty of heads of department to ensure that all Internal / Controlled assessments are conducted within the set deadlines and in accordance with the rules and regulations set by the JCQ.
- 15.1.2 It is the responsibility of the heads of subject to keep an accurate record of each despatch, including the recipient details and the date and time sent.
- 15.1.3 Marks for all internally assessed work and estimated grades are provided to the awarding body by the Heads of subject and Heads of faculty.

**15.2 APPEALS AGAINST INTERNAL / CONTROLLED ASSESSMENTS**

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The process for managing appeals against internal assessments is detailed in a separate appeals policy, available from the exams office.

## **16. RESULTS**

### **16.1 RESULTS, ENQUIRIES ABOUT RESULTS (EARs) AND ACCESS TO SCRIPTS**

- 16.1.1 Candidates will receive individual result slips on results days, either in person at the centre or by post to their home addresses if not collected within 48 hours.
- 16.1.2 Arrangements for the centre to be open on results days are made by the Exams officer.
- 16.1.3 The provision of staff on results days is the responsibility of the Exams officer.

### **16.2 ENQUIRIES AFTER RESULTS – EXTERNALLY MARKED UNITS**

Following the issue of Results, candidates may wish to see a copy of their script or ask for their script to be reviewed.

EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. The candidates consent is required before any EAR is requested.

If a result is queried, the exams officer, teaching staff and head of centre will investigate the feasibility of asking for a review of marking at the candidates or departments expense. A candidate may apply to have an enquiry carried out.

A Priority Review of Marking service is available for AS/A2 Candidates whose place at University may be dependent upon results. The deadline for these services is one week after the publication of results.

Non Priority Scripts and Review of Marking services are available for four weeks after the publication of results. Following a Review of Marking, marks and grades may be raised, stay the same or be lowered.

Fees and deadlines for these services will be available from the Exams Office following the issue of each set of results. Not all services are available for all subjects and/or levels.

### **16.3 ATS SCRIPT REQUEST**

After the release of results, candidates or subject staff may request the return of papers within the deadlines set by the awarding bodies.

Centre staff may also request scripts for investigation or for teaching purposes. The consent of candidates must be obtained and the relevant form completed.

AS/A2/GCSE Review of Marking cannot be applied for once an original script has been returned to the candidate by the awarding body.

## **17. CERTIFICATES**

- 17.1 Certificates are Posted (recorded delivery) or Collected and signed for.

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- 17.2 Certificates can be collected on behalf of a candidate by third parties, provided they have been authorised to do so in writing.
- 17.3 The centre retains certificates for One year and then will be destroyed.
- 17.4 A transcript of results can be arranged if requested in writing.

## **18. PUBLIC EXAMINATIONS APPEALS PROCEDURE**

### **18.1 POLICY ON INTERNAL ASSESSEMENTS FOR QUALIFICATIONS WITH AWARDING BODIES**

In accordance with the Code of Practice for the conduct of external qualifications produced by the Ofqual, Haydon School is committed to ensuring that:

- Internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills.
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject.
- The consistency of internal assessment is assured through internal standardisation as set out by the Awarding Bodies.
- Staff responsible for internal standardisation and/or assessment attend any compulsory training sessions organised by the Awarding Bodies.

### **18.2 COURSEWORK/CONTROLLED ASSESSMENT PROCEDURE AT HAYDON SCHOOL FOR GCSE, GCE & BTEC.**

- 18.2.1 Coursework/Controlled Assessment is defined as any piece of written or practical work which is marked by the school or an external examiner and which contributes to an Award.
- 18.2.2 Students must read and understand fully the Notice to Candidates from the Joint Council for Qualifications about Coursework / Controlled Assessment Regulations. (Copy can be found on the school website)
- 18.2.3 Irregularities in Coursework / Controlled Assessment discovered prior to the student signing a declaration of authentication will not be reported to the awarding body but dealt with as an internal disciplinary matter. The work will not gain any credit.
- 18.2.4 An irregularity in Coursework / Controlled Assessment discovered after the signing of the declaration of authentication by the student will be reported to the awarding body which may lead to disqualification from the subject.
- 18.2.5 Coursework/ Controlled Assessment should be handed in by the agreed departmental deadline.
- 18.2.6 Students are given clear instructions as to the time and place for handing in the work.
- 18.2.7 If there are any special circumstances e.g. prolonged absence covered by medical certificate, there is a possibility of an extension but this must be negotiated with the Head of Department concerned. A note will be given to the parents to confirm the extension.

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**18.3 COURSEWORK/CONTROLLED ASSESSMENT APPEALS PROCEDURE**

- 18.3.1 The Joint Council for Qualifications Code of Practice requires schools to have a published appeals procedure relating to internal assessment decisions.
- 18.3.2 The grounds for appeal relate only to the procedure used in arriving at internal assessment decisions and do not apply to the judgements themselves.
- 18.3.3 Appeals must be made in writing by 31 May of the year that the work was assessed.

**18.4 HAYDON SCHOOL POLICY FOR ASSESSMENT DECISIONS**

- 18.4.1 Our policy is designed to promote quality, consistency, accuracy and fairness in assessment and awarding.
- 18.4.2 Before any Coursework / Controlled Assessment is started all candidates will be given written advice about the production of the Coursework, Controlled Assessment and deadlines to be met.
- 18.4.3 Information about the appeals procedure will be given at the start of the course.
- 18.4.4 Within a department, all candidates are given adequate and appropriate time to produce the Coursework / Controlled Assessment.
- 18.4.5 Internal assessments are conducted by staff that have the appropriate knowledge, understanding and skills.
- 18.4.6 The consistency of the internal assessment is secured through the departmental mark scheme or marking criteria and internal standardisation as necessary.
- 18.4.7 Each Awarding Body specifies detailed criteria for the internal assessment of the work and staff responsible for internal standardisation attend any training sessions given by the Awarding Bodies.
- 18.4.8 The Awarding Body must moderate the assessed Coursework / Controlled Assessment / oral media and the final mark awarded is that of the Awarding Body.
- 18.4.9 This mark is outside the control of the school and is not covered by this procedure.
- 18.4.10 The candidate will produce Coursework/Controlled Assessment that has been authenticated as original work.

**18.5 APPEALS PROCEDURE****ALL QUALIFICATIONS / LEVELS** (*excluding BCS Qualifications*)

- 18.5.1 The grounds for appeal relate only to the procedures used in arriving at internal assessment decisions or the production of externally assessed work and do not apply to the judgment themselves.
- 18.5.2 The appeal must be made in writing to the School's Examination Officer by 31 May of the year that the Coursework / Controlled Assessment was assessed. The grounds for the appeal must be clearly stated. The candidate can be supported in the

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presentation of their case by a parent/ carer / friend.

- 18.5.3 The Head teacher will nominate a senior member of staff to lead the enquiry along with the Examinations Officer and an experienced Head of Department.
- 18.5.4 The panel will examine the evidence for the procedures used in the assessment, decide upon their appropriateness and that the procedures have been properly followed as required by the Awarding Body concerned. The enquiry will be completed by the end of June of that examination series.
- 18.5.5 The appellant will be informed in writing of the outcome of the appeal, including details of any relevant communication with the Awarding Body and of any steps taken to further protect the interests of the candidates.
- 18.5.6 Records of the request for the appeal, the evidence, deliberations of the panel and the result will be kept by the Examinations Officer and made available to the Awarding Body if required.

**BCS QUALIFICATIONS ONLY**

- 18.5.7 For detailed information regarding the Appeals Policy for BCS Qualifications please refer to the document labelled BCS Appeals Policy.
- 18.5.8 You can request that the BCS Centre Manager raise your Appeal directly with BCS on your behalf. Candidates must make their request for Appeals to BCS within 60 days of the assessment taking place, this will then be reviewed and outcomes made available to the BCS Manager.

**18.6 WHAT THE HEAD OF DEPARTMENT MUST PROVIDE FOR THE APPEAL PANEL**

- 18.6.1 Departmental minutes from the first meeting of the school year to indicate that the school procedure for internally assessed Coursework for Controlled Assessment was discussed and given out to new and existing members of the department.
- 18.6.2 Absentees were given their copy.
- 18.6.3 The mark scheme or marking criteria for the Coursework for Controlled Assessment provided by the awarding body.
- 18.6.4 The departmental mark scheme or marking criteria given to the teachers for marking the Coursework for Controlled Assessment if this differs from that of the awarding body.
- 18.6.5 Dates when the Coursework for Controlled Assessment was set and to be handed in for that student.
- 18.6.6 Evidence that all teaching groups have been given the same length of time.
- 18.6.7 The departmental policy for candidates who were absent when the Coursework for Controlled Assessment was set or were absent for part of the period during which the Coursework for Controlled Assessment was being carried out.
- 18.6.8 Dates when the Coursework for Controlled Assessment was marked by the teachers.

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- 18.6.9 The name of the teacher in charge of the internal standardisation.
- 18.6.10 Dates when members of the department attended the last awarding body standardisation meeting.
- 18.6.11 Evidence that the information from this meeting was disseminated to the department.
- 18.6.12 Date(s) for departmental standardisation meeting and teacher attendance.
- 18.6.13 If the teacher assessing the piece of Coursework for Controlled Assessment was absent, what was done to ensure that the information was given to this teacher.
- 18.6.14 Copy of Coursework for Controlled Assessment marks sent to the awarding body.
- 18.6.15 The above information should be provided in a ring binder or suitably filed.
- 18.6.16 It would be advisable to set up this binder at the beginning of the course and update it each year.
- 18.6.17 If an appeal application is made, the HOD would only have a short time to provide this information for the appeal panel. Appeals have to be made by 31 May in the year that the work was assessed.
- 18.6.18 The evidence above may also be requested by an awarding body inspector visiting the school or the awarding body if a parent makes a further appeal against the panel's decision.

Head Teacher: \_\_\_\_\_ Examinations Officer: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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**USEFUL CONTACTS**

**Mr R Jotangia (Examinations Officer)**

Tel (020) 8429 0005 ext 540 149  
Fax (020) 8868 8213  
Direct Line: (020) 8439 9573  
E-Mail: rjotangia.312@lgflmail.org

**WJEC**

Tel (029) 2026 5000  
Website [www.wjec.co.uk](http://www.wjec.co.uk)  
E-Mail: [info@wjec.co.uk](mailto:info@wjec.co.uk)

**JCQ**

Tel (020) 7638 4132  
Fax (020) 7374 4343  
Website [www.jcq.org.uk](http://www.jcq.org.uk)  
E-Mail: [info@jqc.org.uk](mailto:info@jqc.org.uk)

**EDEXCEL (PEARSON)**

Tel (0844) 463 2535  
Website [www.edexcel.com](http://www.edexcel.com)  
E-Mail: [examsofficers@pearson.com](mailto:examsofficers@pearson.com)

**AQA**

Tel (0800) 197 7162  
Website [www.aqa.org.uk](http://www.aqa.org.uk)  
E-Mail: [mailbox@aqc.org.uk](mailto:mailbox@aqc.org.uk)

**CIE (CAMBRIDGE INTERNATIONAL EXAMINATIONS)**

Tel (01223) 333 308  
Fax (01223) 746 868  
Website [www.cie.org.uk](http://www.cie.org.uk)

**OCR**

Tel (01223) 553 998  
Fax (01223) 552627  
Website [www.ocr.org.uk](http://www.ocr.org.uk)  
E-Mail: [general.qualifications@ocr.org.uk](mailto:general.qualifications@ocr.org.uk)

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**History**

<b>Date</b>	<b>Issue</b>	<b>Status</b>	<b>Comments</b>
14.01.11	1	New	Issued to Student Committee Members for comment
27.01.11	1	New	Approved at FGB
15.05.14	2	Update	To student committee 19.05.14 Accepted. To FGB for Information 04.07.14
Sept 2015	3	Update	To Student Committee 07.10.15 Accepted. To FGB 05.02.16 for information



## Appendix 1



Enabling the  
information society

### Appeals Policy

#### Introduction

This policy is aimed at our customers, including learners, who are delivering/enrolled on or have taken a BCS approved qualification or unit. It sets out the process you should follow when submitting appeals to us and the process we will follow when responding to enquiries and appeals.

It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

#### Centre's responsibility

It is important that your staff involved in the management, assessment and quality assurance of our qualifications and your learners are aware of the contents of the policy.

In addition, you must have internal appeal arrangements which learners can access if they wish to appeal against a decision taken by your centre. If an individual wishes to appeal against a decision taken by a centre it must first of all go through the centre's appeals process before bringing the matter to BCS.

#### Review arrangements

We will review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities (eg to align with any appeals and complaints process established by the regulatory authorities such as Ofqual).

If you would like to feedback any views please contact us via the details provided at the end of this policy.

#### Fees

Candidate appeals must be made to BCS within 60 days of the date of assessment with a fee of £10. This will be refunded if the candidate's result improves following the appeal. Cheques should be made payable to 'BCS Learning and Development Limited'.

#### Areas covered by the policy

This policy covers:

- appeals from learners and/or centres in relation to an assessment decision on the basis that we did not apply procedures consistently or that procedures were not followed properly and fairly

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- appeals from centres in relation to a BCS decision concerning a centre's application to offer an BCS qualification.
- appeals from centres concerning the contents of a centre monitoring review.
- appeals from centres and/or learners relating to a BCS decision to decline a centre's request to make reasonable adjustments or give special considerations
- appeals from centres or learners in relation to the application by BCS of a sanction/action on a centre resulting from a review visit or an investigation into malpractice or maladministration or a decision to amend a learner/set of learners results following a malpractice or malpractice investigation
- appeals from centres relating to a decision made by BCS following an investigation into a complaint about a centre.
- appeals if you believe we have not applied our procedures consistently or that procedures were not followed properly, consistently and fairly.

**Process for raising an appeal**

You (and your learners) have 60 days from the date we notified you of the decision you are appealing against in which to lodge an appeal against our decision - this includes assessment results; hence please advise your learners/staff to retain their course evidence until they receive their result.

If you appeal on behalf of your learners you must ensure that you have obtained the written permission of the learner(s) concerned as grades/results can go down as well as up as a result of an investigation.

Learners who wish to appeal about their assessment results or about a related decision should either be supported by their centre and should have exhausted their centre's own appeals process before appealing to us. In the latter case, learners must provide us with evidence that they have first appealed to their centre. It's expected that learners will only appeal directly to us in exceptional circumstances.

When submitting an appeal please provide relevant supporting information such as the following where relevant:

- learner's name and BCS registration number
- date(s) you or the learner received notification of a BCS decision
- title and number of the BCS qualification affected or nature of service affected (if appropriate)
- full nature of the appeal
- contents and outcome of any investigation carried out by you relating to the issue

**Situations brought to our attention by the regulatory authorities**

Where the regulators notify us of failures that have been discovered in the assessment process of another awarding organisation we will review whether or not a similar failure could affect our own assessment processes and arrangements.

**Initial review of the appeal details**

Upon receipt of all appeals our Client Services Team we will acknowledge receipt of the appeal within 2 working days and aim to respond fully to the initial review of the potential appeal within

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20 working days. Please note that in some cases the review processes may take longer, for example, if a centre visit is required. In such instances, we'll contact all parties concerned to inform them of the likely revised timescale.

The first stage will be for us to undertake an initial, informal assessment of a potential appeal to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. In all instances we will ensure that the person carrying out this initial check will not have a personal interest in the decision being appealed.

Following the initial review of the potential appeal we will write to the appellant with details of our decision to either:

1. amend our original decision in light of the new rationale/evidence being put forward and which has now been reviewed
2. to confirm we stand by our original decision and in doing so the rationale for this decisions and request that you confirm, within 15 working days, whether you now accept this decision or if you wish to formally proceed to our formal appeals process which will be carried out by an independent party.

### **Seeking an independent review**

If you decided to proceed to the independent appeal stage we will arrange for an independent review to be carried out.

This will be carried out by someone who is not an employee of ours, an assessor working for us, or otherwise connected to our organisation. The Independent Reviewer will also be someone with the relevant competence to make a decision in relation to the appeal and will not have a personal interest in the decision being appealed.

The Independent Reviewer will evaluate all the evidence from the above stages and review if we've applied our procedures fairly, appropriately and consistently in line with our policy.

The independent review process may involve:

- a discussion with the appellant or the learner and BCS personnel
- a request for further information from the appellant, the learner or BCS personnel
- a centre visit by authorised BCS personnel.

The Independent Reviewer's decision is final in relation to how BCS will consider such appeals and we'll let you know the outcome of the review within 20 working days of receipt of the third appeal. If the centre/learner is still unhappy with the outcome at this stage they are entitled to raise the matter with the relevant qualification regulator (eg Ofqual in England ).

### **Successful appeals and/or issues brought to our attention by Ofqual**

In situations where an appeal has been successful, or where an investigation following notification from Ofqual indicates a failure in our processes, BCS will give due consideration to the outcome and will as appropriate take actions such as:

- amend the record of the centre concerned
- identify any other learners who have been affected correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure (eg and amend the results for the learner(s) affected following an appropriate investigation)

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- review our associated processes and policies to ensure that the failure does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected

We will also cooperate with any follow-up investigations required by the qualifications regulators and if appropriate agree any remedial action with them.

Contact us

If you have any queries about the contents of the policy, please contact the Client Services Team 01793 417530 or email [qualifications@hq.bcs.org.uk](mailto:qualifications@hq.bcs.org.uk)