

CARDINAL ALLEN CATHOLIC HIGH SCHOOL

APPEALS AGAINST INTERNAL ASSESSMENT OF WORK FOR EXTERNAL QUALIFICATIONS INCLUDING GCSE, BTEC and BCS ECDL AWARDS

Cardinal Allen is committed to ensuring that whenever its staff assesses students' work for external qualification, this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments are conducted by staff who have appropriate knowledge, understanding and skills, which may have been reinforced by attendance at compulsory training sessions organised by the Awarding Bodies. We are committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject. Where a set of work is divided between staff, internal moderation and standardisation will ensure consistency.

If a student feels that this may not have happened in relation to his/her work, s/he may make use of this appeals procedure. *Note that appeals may only be made against the process that led to the assessment and not against the mark or grade submitted by the centre for moderation by the awarding body.*

This procedure is available from the exams office and is posted on the exams notice board.

1. Appeals should be made as early as possible and at least two weeks before the end of the last externally assessed paper in the examination series (e.g. the last GCSE written paper in the June GCSE exam series).
2. Appeals should be made in writing by the candidate's parent/carer to the exams officer (EO) stating the details of the complaint and the reason for the appeal. The Exams Officer will investigate the appeal with at least two other members of staff who have not been involved in the internal assessment decision. If the EO 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. Likewise if the EO is not able to conduct the investigation for some other reason.
3. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body and the examinations code of practice of the QCA.
4. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to the procedure relating to internal assessment.

5. The outcome of the appeal will be made known to the headteacher and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

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

This document is in accordance with the Code of Practice produced by QCA (Qualifications and Curriculum Authority) and JCQ (Joint Council for Qualifications)

Appeals against External Assessment Marks – Enquiries About Results

EARs are submitted AFTER the issue of final Examinations Results

Once the marks for the External Examinations are known to the Curriculum Leader he/she may discuss this mark with the candidate and link it with grade boundaries. If the candidate wishes to appeal against this mark (either a clerical check or a remark) this can be submitted by the Exams Officer. The candidate will be requested to acknowledge that his/her grade may be confirmed, raised or lowered as a result of the appeal. The candidate will be responsible for paying the relevant fees at the time of the request. There may be circumstances when a Curriculum Leader may ask for a remark on behalf of one or more of the candidates. If this occurs any costs will be met by the department concerned.

BCS Qualifications – ECDL in IT Application Skills

For the ECDL in IT Application Skills Qualification, effective from January 2017, Learners have the right to appeal directly to BCS within 20 days of any assessment undertaken. Reasons for an appeal may include, but are not restricted to, maladministration of assessments, unreported malpractice, failure by the centre to implement previously agreed access arrangements, software or hardware failure, inappropriate accommodation for assessments, or any other failure by the centre to ensure the assessment and invigilation regulations are adhered to.

Candidates who are unhappy with any aspect of the assessment and award process should first discuss their problem with their Centre Representative or Centre Manager. If this does not provide satisfaction, they may invoke the Centre's appeals procedure. If a candidate is not able to resolve an appeal at the approved centre, then he/she has the right of appeal to BCS. This may be done via the centre manager or direct to the BCS quality team in writing. BCS will acknowledge receipt of the appeal and will advise the candidate or centre of a timescale for a decision.

BCS will investigate the circumstances surrounding an appeal and make a report to the appeals panel. In exceptional cases, BCS may request that the centre manager, possibly accompanied by the candidate, to attend an appeals hearing to provide further explanation to the panel. Appeals panel decisions will be given in writing to the centre manager and the candidate and these decisions are final. If the decision affects other results, appropriate steps will be taken to protect the interests of all candidates and the integrity of the qualification.

For Automated Assessment (online testing):

Candidates who are unhappy with any aspect of the assessment process should first discuss the problem with their centre representative or the centre manager within 5 working days of receiving their result.

The candidate must make the reasons clear at this time.

Assessments are undertaken using automated testing software which has been approved by the ECDL foundation. In the event of a candidate raising a complaint, the assessment report that will have been produced by the system will be fully discussed with the candidate.

An action plan will be agreed and a further assessment date scheduled. In some circumstances the candidate may be offered a free retest (eg if there had been hardware or software problems).

If the candidate is unhappy with the decision of the Centre Manager the candidate must write to the named representative within 5 working days who will fully review the complaint and attempt to find a solution.

The Centre will keep a written record of each stage of the process with dates and outcomes.

If the candidate is still unhappy then he/she has the right to appeal to BCS. This may be done via the Centre Manager or direct to the BCS Quality Co-Ordinator in writing. The address will be provided on request.

For more details on BCS Learner Appeals, please visit:

<http://certifications.bcs.org/upload/pdf/candidate-appeals-policy.pdf>