

APPEALS POLICY

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Outstanding Achievement for All

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Appeals Policy

Appeals procedure against internal assessment decisions.

LeAF Studio is committed to ensuring that internal assessments are marked and administered fairly, consistently and in accordance with the awarding body specifications and subject-specific associated documents.

This is ensured by:

- Subject staff having the necessary and appropriate knowledge, understanding, skills, and training in this activity.
- Subject staff authenticating candidates work according to the requirements of the relevant awarding body.
- A process of internal moderation and standardisation led by nominated staff.

1. Grounds for Appeal

- 1.1. Appeals must clearly set out the grounds for appeal (i.e., the reason the learner believes that the result is incorrect and must be changed.)
- 1.2. An appeal can only be made once the learner has received the result of an assessment.
- 1.3. Admissible grounds for appeal are:
 - assessment was not made in line with examination board grading criteria.
 - centre quality assurance procedures were not correctly applied.
 - the assessment decision was affected by an administrative or procedural error.
 - a decision in respect of a reasonable adjustment or special consideration unfairly impacted on the assessment decision.

2. Timescales

- 2.1. Learners have 10 days after receipt of their grade (or, for second level appeals, receipt of the first level appeal decision) in which to make an appeal. We may not be able to process appeals received after this timescale.
- 2.2. Learners will receive a formal acknowledgement of their appeal within two school-working days of the appeal being lodged.
- 2.3. Learners will be informed of the outcome in writing within ten school-working days of the appeal being lodged. If this timescale needs to be extended, for example because of a need to collate and analyse or assess significant quantities of evidence, this will be conveyed to the learner as soon as possible.

3. First Level Internal Appeal

- 3.1. A completed LeAF appeals form available from the Examinations Manager must be completed and returned to studioexams@leafstudio.co.uk.
- 3.2. All appeals must be made in writing using this form. Clear grounds for appeal, in accordance with those outlined above, must be provided, along with any relevant evidence.

- 3.3. The first level appeal involves a review of the learner evidence, tutor assessment feedback and internal verification documentation by the Assistant Vice Principal.
- 3.4. A judgement will be made about whether the appeal should be upheld or rejected.
- 3.5. If the appeal is upheld, the result for the learner for this unit will be amended and all appropriate paperwork and tracking will be updated to reflect this.
- 3.6. If the appeal is not upheld, the learner will be provided with clear reasoning as to why not.
- 3.7. If no further response to the appeal decision is received with five working-school days of the decision being communicated to the learner, the appeal will be closed, and no further correspondence will be entered into.
- 3.8. The outcome of the appeal will be made known to the Head of Centre 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 in procedures to light, the awarding body will be informed.

4. Second Level Internal Appeal

- 4.1. If the learner is unhappy with the outcome of the first level appeal, they may lodge a second level appeal.
- 4.2. The second level of appeal is a review of the first level appeal by Vice Principal who has no direct involvement with the learner's teaching, learning or assessment.
- 4.3. A completed LeAF appeal form available from the Examinations Officer must be completed and returned to studioexams@leafstudio.co.uk.
- 4.4. As much information as possible should be provided in order to enable a thorough investigation to be conducted, including why the learner is dissatisfied with the outcome of the first level appeal.
- 4.5. A judgement will be made about whether the appeal should be upheld or rejected.
- 4.6. If the appeal is upheld, the result for the learner for this unit will be amended and all appropriate paperwork and tracking will be updated to reflect this.
- 4.7. If the appeal is not upheld, the learner will be provided with clear reasoning as to why not.
- 4.8. The second appeal decision is final.
- 4.9. The outcome of the appeal will be made known to the Head of Centre 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 in procedures to light, the awarding body will be informed.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation may lead to mark changes. This process is outside the control of LeAF Studio and is not covered by this procedure.

Appeals procedure against centre decisions not to support an enquiry about results.

Following the issue of results, the general qualification awarding bodies offer post-results services. Full details of these services, internal deadlines for requesting a service and fees charged will be provided by the exams officer.

The service, *Enquiries About Results* (EARs), may be requested by centre staff or candidates (or their parents/carers) if there are reasonable grounds for believing there has been an error in

marking.

If a query is raised about a particular examination result, the exams officer, teaching staff and Head of Centre will investigate the feasibility of requesting an enquiry at the centre's expense.

When LeAF Studio does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the internal appeals form at least one week prior to the internal deadline for submitting an EAR.

Appeals procedure following the outcome of an enquiry about results.

Where the Head of Centre remains dissatisfied after receiving the outcome of an EARs, an appeal will be made to the awarding body, following the guidance in the:

JCQ publications *post-results services* <https://www.jcq.org.uk/exams-office/post-results-services/>

and *A guide to the awarding bodies' appeals processes* <https://www.jcq.org.uk/exams-office/appeals/>

Where the Head of Centre is satisfied after receiving the outcome of an EAR, but the internal candidates and/or their parents/carers are not satisfied, they may make a further representation to the Head of Centre. Following this, the Head of Centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. Candidates, parents/carers are not permitted to make direct representations to an awarding body.

The **Internal Appeals Form** should be completed and submitted to the centre within **ten calendar days** of the notification of the outcome of the enquiry. Subject to the Head of Centre's decision, this will allow the centre to process the appeal and submit to the awarding body within the required fourteen calendar days.

Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on the internal appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

The internal appeals procedures for LeAF Studio have been produced to demonstrate compliance with the following documents:

- JCQ General Regulations for Approved Centres (Section 5)
- JCQ Suspected Malpractice Policies and Procedures
- JCQ Instructions for conducting examinations.

and goes alongside LeAF Studio policies and procedures including:

- Exam Responsibilities and Procedures
- Non-Examination Assessment Procedures
- Exam Contingency Plan

LeAF Appeals Form

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- ☐ **an internal assessment decision**
- ☐ **an internal appeal decision**
- ☐ **the centre decision not to support an enquiry about results.**

Name of appellant		Candidate name <i>if different to appellant</i>	
Awarding body		Unit/module/exam paper code	
Subject		Unit/module/exam paper title	

Please state the grounds for your appeal below:

Continue overleaf if necessary

Appeal against an internal assessment decision

Appellant declaration

By signing here, I am confirming I understand 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's specification and subject-specific associated documents. I also understand the appeal may only be made against the marking/assessment process not against the mark submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

Appeal against the centre decision not to support an enquiry about results.

Appellant declaration

By signing here, I am confirming there are grounds to appeal against the centre's decision.

Signature:

Date of signature:

Appeal against the outcome of an enquiry about results

Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated, and returned to the EO, on behalf of the Head of Centre, to the timescale indicated in the internal appeals procedure.