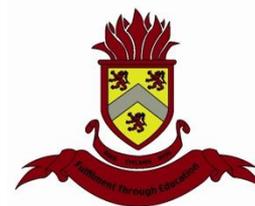




DYFFRYN SCHOOL APPEALS POLICY



Written Appeals Procedure

The student, parent or guardian of a student wishing to appeal against the procedures used in internal assessment should write to the Examinations Officer as soon as the matter arises. Internal appeals will be considered, and resolved, by the date of the last externally assessed paper of the series [eg by the end of June for the summer series].

On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Examinations Officer, a member of the Senior Leadership Team or a Head of Department not involved in the internal assessment decision and a governor. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirement of the Awarding Body.

During the investigation the leader of the inquiry will communicate with the student, family and teacher who are involved. In particular each party will hear the contributions of the other parties.

The outcome of the appeal will be reported in writing to the awarding body, student, parent or guardian [including relevant correspondence with the Awarding Body] before public exam results day for the award.

A written record of the appeal and the outcome will be kept on file at the centre and the Awarding Body will be informed of any amendments.

Centres are required to ensure that the procedures are published, and are made widely available and accessible to all candidates or their carers.

Any student who wants to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

- Contact the Examinations Officer **and** the subject teacher as soon as possible in person to discuss the mark/grade. The Examinations Officer will advise on the options available to query the mark/grade and the costs involved.
- Students should be aware that appeals can result in marks/grades being raised, confirmed or lowered. Students must sign a consent form to confirm that they understand the consequence of an appeal. Consent forms will be issued by the Examinations Officer.
- The subject teacher will review the student's marks/grades and discuss with the Head of Department to agree on the appropriate action taking into account the breakdown of marks, the grade boundaries and the student's predicted grades.

If the Department agrees to support the appeal:

- The request, together with the students consent form, should be made to the Examinations Officer as soon as possible. The cost of the enquiry will be met by the departmental budget. If the appeal is successful, the fee will be refunded.

If the Department does not agree to support the appeal:

- A student may appeal against the decision not to support an appeal. Appeals should be made in writing to the Examinations Officer, as soon as possible. The appeal should state, in detail, the reason(s) for the appeal. The appeal should be signed and dated and should include the daytime contact telephone number of the student, parent or guardian. The appeal information will be reviewed by the Examinations Officer and a member of the Senior Management Team; the outcome of the appeal will be communicated by telephone and 1st class letter post within 24 hours of receipt. This decision is final.
- If the centre does not support the appeal the student may still proceed with the appeal but all costs involved will be paid by the student at the time the appeal is made. No appeal will be made until fees are paid. Requests must be made in person to the Examinations Officer **as soon as possible**. If the enquiry is successful the fee will be refunded to the student.

Outcomes following EARs will be forwarded by the Examinations Officer to the student as soon as they have been received from the Awarding Bodies.

Procedure for Appeals - Externally

Students, parents, guardians, school staff or other authorised persons may, having accessed assessment records, query the procedures and assessments that have been undertaken. If a student believes that there are grounds for an appeal against an assessment or an awarded grade or level, then the school will assist them in making an appeal to the appropriate body. The Senior Leadership Team will make the arrangements that are required to expedite the appeal in the most efficient manner. For the formal awards, when appropriate and without prejudice, the school will arrange for the awarding body to commence the most appropriate appeals procedure as quickly as possible. The procedures are delineated in the procedures provided by the awarding bodies. When the appeal concerns matters that are not covered by an awarding body, the school will initiate the involvement, as appropriate, of:

- The governing body;
- The local authority.

Procedure for Complaints

Students, parents, guardians, school staff or other authorised persons may, having accessed assessment records, query the procedures and assessments that have been undertaken. If there is a complaint then it should, in the first instance, be addressed to the appropriate head of year who will investigate through the following route:

- Subject Teacher;
- Head of Department;

The complaint will then be passed through the following people until a resolution is found.

- Head of School;
- Senior Leadership Team;
- Headteacher;
- Finally, a student may ask the school to arrange with an awarding body for access to submitted assessments.

In addition a student may refer a complaint to the governing body of the school or to the Local Authority in order to obtain a judgement on the procedures and practices of a teacher or the school as a whole.

Access

Employees, learners and volunteers are made aware of the existence of this policy and where it can be accessed. This policy is available to view via the school website This policy is reviewed annually.

Signed: Julia Voisey (Examinations Officer)

Date: 27th October 2017

Review October 2018