

Complaints and Internal Appeals Policy

Autumn 2020

Review Date: Autumn 2021

*Advice from the
ACE Exams Office*



Internal Appeals Procedure GCSE/ Functional Skills

Policy on Internal Assessments for Qualifications with English Awarding Bodies.

In accordance with the Code of Practice for the conduct of external qualifications produced by the JCQ and the individual examination boards, The Avenue Centre for Education is committed to ensuring that:

- Internal assessments are conducted by staff who had the appropriate knowledge, understanding, training and skills
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant Specifications for each subject and as per the guidance and procedures of the relevant Exam board.
- 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.

Complaints

- ❖ In the first instance, students should discuss any concerns with either their teacher and parents with their students Coach for a conversation that can hopefully resolve the situation
- ❖ Parents / Carers and Students can then approach directly the Teaching and Learning Lead, a member of SLT (who will liaise with Exams Office Staff) or a member of the Exams Office staff to raise the concern at a higher level, again with the aim of resolving the situation.
- ❖ The relevant staff will consider the complaint, investigate and meet again with the parent / carer and / or student and feedback their findings and decision
- ❖ If there is still a complaint / dispute, then the formal complaints / appeals process is triggered as outlined below.

Written Appeals Procedures

Each Awarding Body publishes procedures for appeals against its decisions, and the Examinations Officer will be able to advise pupils and parents of these procedures. This information can also be found on the websites for each exam board.

- * Appeals may be made to the Avenue Centre regarding the *procedures* used in internal assessment, but *not the actual marks or grades* submitted by the school for moderation by the Awarding Body.
- * A pupil or parent wishing to appeal against the procedures used in internal assessments should contact the Examinations Officer or Head of Centre, as soon as possible to discuss the appeal, and a written appeal must be received by the School *at least two*

weeks before the date of the last external exam in the subject.

- * On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Examinations Officer and / or Senior Manager. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirements of the Awarding Body.
- * 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.

A further appeal against the decision of the Examination Officer / Senior Manager can, if there is supporting evidence to warrant such, be made to the Head of Centre and a representative of the Governing body.

For Pupils:

“If at any stage during your exam courses you have concerns about the procedures used in assessing your internally marked work for public exams (e.g. coursework/ portfolio/ projects) you should see your coach, the Examinations Officer or a member of SLT as soon as possible.”

Subject Entries.

Staff make provisional exam entries in October of Year 11 and final entries just before the February half term of Year 11. At these times, students and parent / carers are informed as to if the intention is to enter their child and if so, at what tier of entry. These entries are made on the basis of a student’s engagement and attainment at that time and is informed by the students learning potential and career aspirations.

Staff discuss entries with both students and parent / carers but ultimately will make a decision as to whether an entry is justified. Students and parents may appeal a decision to not enter a student or to enter at a specific tier by contacting in the first instance the subject teacher, and then if necessary the SLT lead for Teaching and Learning.

A final right of appeal against a decision not to enter a student can be made to the Management Committee and their contact details can be obtained by contacting the school office and asking for the Head Teacher’s PA.

In exceptional circumstances, ACE may choose to accept parents / carer’s paying for students to be entered for an examination as a private candidate in which case ACE will charge for costs.

Queries over exam results and request for remarking

Each exam board has their own specific processes for handling these issues that ACE will follow. Parents / Carers will need to contact the Exams Office direct and will be supplied with the appropriate information and policy for handling these issues.