

**SOUTH LINCOLNSHIRE ACADEMIES TRUST (SLAT)
BOURNE, GILES & SPALDING ACADEMIES**

Exam Results, Complaints and Appeals Policy

Aspire - Challenge – Achieve

Owner	Approval	Date Approved
H Lewis	J Hind	October 2021
Policy Type	Date of Next Review	Approved by
Trust Wide	September 2022	Executive Headteacher

Purpose of the procedure

This procedure confirms South Lincolnshires Academies Trust compliance with JCQ's General Regulations for Approved Centres (section 5.8) that the centre will draw to the attention of candidates and their parents/carers their exam results, written complaints and appeals procedure regarding the centre's delivery or administration of a qualification.

Arrangements for results day(s)

South Lincolnshire Academies Trust will:

- Organise results day(s) and inform candidates of the arrangements in place for the collection of/access to their results
- Ensure senior members of centre staff are available/accessible to candidates with whom a result/results may be discussed
- Prepare information for candidates showing their options if they have concerns about their results
- Signpost candidates to relevant Ofqual and/or awarding body information that sets out how their grades were calculated this year and the options available if they believe their result was not properly produced, including access to appeal
- All results will be emailed to students so that they do not have to come into school should they prefer not to
- Results will be sent to student's school email accounts and therefore it is very important that they check that they can access their school e-mails at home from the device they intend to use
- Due to data protection results will be emailed to students and not their parent(s)/carer(s)
- Should a student be unable to collect their results, they may be collected on their behalf by an adult with written permission from the student. A written request may be e-mailed to the Exams Officer in advance
- Any results that are not collected will be posted to the student's home address by first class post

Certificates

- Certificates, when received from the awarding body, will be issued to candidates during November
- This will also be announced on the school website

Grounds for complaint and appeals

A candidate (or his/her/parent/carer) may make a complaint on the grounds below (this is not an exhaustive list)

Teaching and learning

- Quality of teaching and learning, for example
 - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
 - Teacher lacking knowledge of new specification/incorrect core content studied/taught
 - Core content not adequately covered
 - Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*

- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- Candidate not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks

Access arrangements

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding his/her access arrangements
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed data protection notice/candidate data personal consent form)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment put in place failed during exam/assessment
- Approved access arrangement(s) not put in place at the time of an exam/assessment
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment

Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
- Candidate entered for a wrong exam/assessment
- Candidate entered for a wrong tier of entry

Conducting examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations
- Online system failed during (on-screen) exam/assessment
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale
- Failure to inform/update candidate on the outcome of a special consideration application

Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*)

- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer to the centre's *internal appeals procedure*)
- Centre applied for the wrong post-results service/for the wrong script for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for candidate without gaining required candidate consent/permission

Complaints and Appeals Procedure

Concerns about your results

At results time, Ofqual will provide information for students that sets out how their grades were calculated and the options available if they believe their result was not properly produced, including access to appeal. Ofqual will also be available to students and their parents or carers to talk about the appeals process and any other questions they may have about their results. Awarding bodies will also provide information for students about results.

The National Careers Service Exam Results Helpline offers advice each year for students who have not received the results they had hoped for. South Lincolnshire Academies Trust will signpost you to any relevant information at results time.

If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, South Lincolnshire Academies Trust encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in writing to the head of centre Mrs L Conley Executive Head Teacher.

If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint?

- A formal complaint should be submitted in writing by completing a **complaints and appeals form** available from the school
- Completed forms should be returned to the exams officer whose email address is listed on the exams page of the school website
- Forms received will be logged by the centre and acknowledged within 10 calendar days

How a formal complaint is investigated

- The head of centre will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion
- The findings and conclusion will be provided to the complainant within 2 working weeks

Appeals

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

- Any appeal must be submitted in writing by again completing a **complaints and appeals form**
- Forms received will be logged by the centre and acknowledged within 5 working days
- The appeal will be referred to The Chair of Governors

The Chair of Governors will inform the appellant of the final conclusion in due course.