

<p>Dronfield Henry Fanshawe School</p> 	<p>Policy No: S53</p>	Revision No:	
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	<p>BTEC Appeals & Complaints Policy</p>	Author:	LJB
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**Dronfield Henry Fanshawe School
Appeals & Complaints Policy**

Aim

At DHFS we aim to conduct all appeals and complaints with high professionalism for all students, and provide students, parents and staff with clear guidelines. We need to ensure that all students in school involved in any examinations have a clear understanding of all examination board rules and regulations and adhere to these at all times.

Objectives:

- It is the responsibility of everyone involved in the centre's exam processes to read, understand and implement this policy.
- This exam policy will be reviewed annually.
- This exam policy will be reviewed by the Head of Centre, Senior Leadership Team, Examinations Officer and the Governors.
- This policy is based on the principle that all students will have the right to appeal or make a formal complaint.

The role of Examination Officer is currently undertaken by Lisa J Burke and Examination Support Officer by Sara E Gill.

1. Appeal & Complaints Responsibilities

Head of Centre

Overall responsibility for the school as an exam centre:

- advises on appeals and complaints
- the Head of Centre is responsible for submitting all appeals or complaints following the JCQ procedure.

Examinations Officer

Manages the administration of appeals and complaints:

- advises the Senior Leadership Team, subject and any other relevant support staff on any such appeals or complaints and advises on the correct procedure to follow.
- Ensure all the relevant paperwork is collected, completed, copied and submitted.
- Ensure all the paperwork is completed and submitted within the time frame outlined by the examination board.
- Support for the input of data.

Deputy Head

- Organisation of any investigations which need to take place.

Heads of Faculty

- Guidance and pastoral oversight of candidates who wish to submit a formal appeal or complaint.

Head of Careers

- Guidance and careers information.

Teachers

- Notification of possible appeal or complaint to the relevant SLT members.

Candidates

- Confirmation of intention to submit a formal appeal or complaint.

2. Appeals & Complaints against Internal Assessments

2.1 Appeals & Complaints against Internal Assessments

Often a candidate does not agree with the assessment marks awarded by the teacher. If the disagreement cannot be resolved by discussion between the teacher and candidate concerned then the candidate may appeal to the exams officer, who will carry out the correct procedure, it is expected this will only be used on exceptional circumstances.

Dronfield Henry Fanshawe School is committed to ensuring that whenever its staff assesses' students' work for external qualifications 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, and who have been trained in this activity. Dronfield Henry Fanshawe School is 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 and benchmarking.

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 Dronfield Henry Fanshawe for moderation by the awarding body.

The procedure is available in the BTEC examinations office policy.

- 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.
- Appeals should be made in writing by the candidate's parent/carer to the exams officer, who will investigate the appeal with the exams support officer and deputy headteacher.
- 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.
- The candidate 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.

- The outcome of the appeal will be made known to the headteacher and will be logged as a complaint. 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.

The main points are:

- appeals will only be entertained if they apply to the process leading to an assessment. There is no appeal against the mark or grade awarded.
- candidates may appeal if they feel their assessment has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification.
- appeals should be made in writing within 30 days of the initial mark/decision, to the head of centre (or other nominee) who will decide whether the process used conformed to the necessary requirements. This deadline may be extended on exceptional circumstances.
- the head of centre's findings will be notified in writing, copied to the exams officer and recorded for awarding body inspection.

2.2 Enquiries about Results (EAR's)

In cases of enquiries about results, where the school does not uphold a request for such an enquiry, the student may normally pay to have an enquiry carried out. Where the student wishes to challenge the decision not to hold an enquiry or consequent appeal, a similar procedure to that mentioned above will be carried out.