

Birches Head Academy



13.29 Complaints and Appeals Procedure (Exams)

Policy Information:

Date prepared	September 2023
Adopted by Governors	September 2023
Implementation Date	Immediate
Frequency of Review	Annually
Review Date	September 2024

Approved by Principal:

Katie Dixon

Approved by Chair of Governors:

Roisin Maguire



Frank Field
Education Trust



Birches Head Academy

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Complaints and Appeals Procedure (Exams)

Policy/Procedure Leader	Exams Officer (L Barnes)
Policy/Procedure Approval Date	TBC
Frequency of Review	Annually
Review Date	TBC
Signature of Principal:	Signature of Chair of Governors:
Ms K Dixon	



Frank Field
Education Trust

Social Justice through Excellence in Education

Complaints and Appeals Procedure

Policy/Procedure creator: Lynne Barnes

Policy/Procedure created/reviewed: 06/12/2022

Centre Name	Birches Head Academy
Centre Number	30455
Date procedure first created	10/12/2020
Current procedure reviewed by	Lynne Barnes
Current procedure approved by	Head of Centre & Governors
Date of next review	10/12/2023

Key staff involved in the procedure

Role	Name
Exams officer	Lynne Barnes
Senior leader(s)	Paula Phillips
Head of centre	Katie Dixon
Other staff (if applicable)	Not Applicable

This procedure is reviewed and updated annually to ensure that the complaints and appeals in relation to examinations at Birches Head Academy is managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

- Approved access arrangement(s) not put in place at the time of an examination/assessment
- Appropriate arrangement(s) not put in place at the time of an examination/assessment as a consequence of a temporary injury or impairment
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer to the centre's **Internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to access arrangements:

Not applicable.

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 examination/assessment
- Candidate entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

Additional grounds for complaint relating to examination entries:

Not applicable.

Conducting examinations

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

Additional grounds for complaint relating to the conducting of examinations:

Not applicable.

Results and Post-Results

- Before examinations, candidate not made aware of the arrangements for post-results services and the availability 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 a decision on the submission of a results 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

CHANGES 2022/23

(Changed) For clarity under **Teaching and learning**: The marking of an internal assessment, which contributes to the final grade... (To) The marking of an internal assessment (**centre assessed work**), which contributes to the final grade...

(Added) New bullet point to be agreed/disagreed by selecting 'Edit'

(Changed) Heading - **Access arrangements** (To) **Access arrangements and special consideration**

(Changed) Under **Access arrangements and special consideration**: (to reflect terminology in JCQ's 'Access Arrangements and Reasonable Adjustments' publication) 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) (To) Candidate did not consent to **record their personal data online** (by the non-acquisition of a **completed candidate personal data consent form**)

(Added) Two new bullet points to be agreed/disagreed by selecting 'Edit' in relation to the centre's internal appeals procedure (to reflect changes to section 5.3x of JCQ's 'General Regulations for Approved Centres')

(Changed) For clarity under **Conducting examinations**: Failure to inform/update candidate on the outcome of a special consideration application (To) Failure to inform/update candidate on the **accepted/rejected** outcome of a special consideration application **if provided by awarding body**

(Added) New bullet point under **Results and Post-results** to be agreed/disagreed by selecting 'Edit'

CENTRE-SPECIFIC CHANGES

Not Applicable
