

APPEALS AGAINST 'ENQUIRY ABOUT RESULTS' DECISIONS

- If a student is unhappy with an exam result, they can ask the Awarding Bodies for a clerical check or review of marking ('enquiries about results'), or the Centre can request the marked paper ('access to scripts').
- Awarding bodies will only accept applications for reviews of marking from centres and **not from candidates or their parents**.
- Students are encouraged to speak to the Head of Year and subject Head of Department before requesting a review of marking. The outcome of the review can be a mark change that is higher, the same or **lower** than the original mark. Students are made aware of this in tutorials before the examinations are held and on the paperwork required when they apply for a review. Their signature and that of the Head of Year, showing consent is required before an application is made.
- In line with OFQAL changes in February 2017, grade protection no longer applies to any of our post-review services that include a review of marking. This means that students' marks and subject grades may be lowered, confirmed or raised as a result. The changes may be applied **across the entire entry cohort** should the Awarding Body feel the need. This does not apply to moderation reviews.
- JCQ advise that Awarding Organisations are under an obligation "*to ensure that any decision taken (to correct results) was in the best interests of all learners and qualification users, whilst minimising the potential to create further adverse effect*".
- In accordance with JCQ regulations, Maynard School has in place below the outline of a formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over enquiries about results with centres.

The Maynard School appeals procedure:

- Appeals should be made as early as possible, and no later than two weeks before the Awarding Bodies' deadline.
- Appeals **must** be made in writing by the candidates' parent/ carer to the examinations officer.
- The Head of Centre will appoint a senior member of staff, i.e. an Assistant Head teacher or a deputy Head teacher, to conduct the investigation. The senior member of staff will not have had any involvement in the post result service process.
- The purpose of the appeal will be to decide whether the appeal is upheld or rejected.
- The appellant will be informed in writing of the outcome of the appeal.
- The outcome of the appeal will be made known to the Head teacher and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the appeal bring any irregularity in procedures to light, the awarding body will be informed.