

# The Judd School

## Complaints and appeals procedure (exams)

2018/19

This procedure is reviewed annually to ensure compliance with current regulations.

## Key staff involved in the complaints and appeals procedure

| Role                          | Name(s)           |
|-------------------------------|-------------------|
| Head of centre                | Mr Jon Wood       |
| Assistant Headteacher (exams) | Dr Joel Dunn      |
| Senior Exams Officer          | Mrs Shirley Dobra |
|                               |                   |

## Purpose of the procedure

This procedure confirms The Judd School's compliance with JCQ's General Regulations for Approved Centres 2018-2019, section 5.8 that the centre will *draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification.*

## Grounds for complaint

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 Judd School [Internal appeals procedure](#)*)

- ▶ Centre fails to adhere to its [internal appeals procedures](#)
- ▶ 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 not 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
- ▶ 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
- ▶ Room in which exam held did not provide candidate with appropriate conditions (as agreed with SENCo prior to exam) for taking the exam

### **Entries**

- ▶ Candidate entered for a wrong exam/assessment

### **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 (as per [JCQ Instructions for conducting examinations 2018 – 2019](#) p.18)
- ▶ Inadequate invigilation in exam room
- ▶ Failure to conduct exam according to the regulations (as per [JCQ Instructions for conducting examinations 2018 – 2019](#))
- ▶ Equipment failed during exam
- ▶ Disruption during exam
- ▶ Alleged, suspected or actual malpractice incident not investigated/reported
- ▶ Eligible application for special consideration for a candidate not submitted/not submitted to timescale (as per [JCQ guide to the special consideration process](#))
  - ▶ 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 an enquiry about results
- ▶ 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 to [post-results services](#) on school web site under Student life/exams)
- ▶ Candidate (or parent/carer) unhappy with the school's decision not to support a review of moderation or an appeal (complainant to refer to the school's [internal appeals procedure](#) located on the school web site under Student life/exams)

- ▶ Centre applied for the wrong post-results service/for the wrong exam paper 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**

If a candidate (or his/her parent/carer) has a general concern or complaint about the school's delivery or administration of a qualification he/she is following, the school encourages him/her to try to resolve this informally in the first instance. Please start by telling the class teacher, form tutor or exams officer as appropriate, of your concern. This is usually the best and quickest way of resolving issues. Please refer to [The Judd School Complaints Policy](#) on the school's web site for more details. If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) may make a formal written complaint.

The stages of the complaints process are outlined in [The Judd School Complaints Policy](#). Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted (as described in the Complaints Policy).