



NICHOLAS  
CHAMBERLAINE  
SCHOOL

## Enquiries About Results Policy

Date: September 2018  
Review Due: September 2019

Reviewed Annually

## **Enquiries and Appeals about Results**

Where centres are dissatisfied with their results, they can request an enquiry about results or ask to see the candidates' scripts. Candidates cannot request an enquiry on their own behalf, but must go through their centre. Enquiries about results cover a range of services from a clerical check to the reviewing of an exam paper or the reviewing of the moderation of coursework or controlled assessments. Awarding bodies charge a fee for each type of service. Each awarding body must publish details of its arrangements for enquiries about results and appeals and the fees charged. Copies of these arrangements are sent to every centre. The Joint Council has also produced a leaflet Enquiries about Results and Appeals. This describes the common arrangements agreed by the awarding bodies.

Where a review of an exam paper is requested, the awarding body arranges for a senior examiner to review the candidate's work according to the original mark scheme. A clerical check is also conducted to ensure that the marks were calculated and recorded correctly. In general, the outcome of an enquiry about a result may lead to a candidate's overall grade being confirmed, raised or lowered.

If a centre is dissatisfied with the outcome of an enquiry about a result, they may lodge an appeal with the relevant awarding body. An awarding body's appeals process is in two stages. It must first carry out a preliminary appeals process to review all aspects of the case and then, if the centre or candidate remains dissatisfied with the outcome, a formal appeal hearing is conducted. Once an awarding body's enquiries about results and appeals procedures have been exhausted a centre may appeal to the Examination Appeals Board (EAB) if it is still dissatisfied with the result.

## **Enquiries About Results (Reviews)**

### **Appeals against External Assessment Marks**

Where a candidate is unhappy with the mark awarded for a particular exam unit (eg written exam, coursework, practical assessment, controlled assessment etc), a clerical check or review may be requested via the Exams Office. The candidate will be required to acknowledge that his/her grade may be confirmed, raised or lowered and will be responsible for paying the relevant fee at the time of the request. The decision as to whether to support such an enquiry will be made by Nicholas Chamberlaine School on the basis of several factors, including knowledge of the exam system and professional judgement.

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In cases of Enquiries About Results, where the school does not uphold a request for such an enquiry, the student will be required to 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.

### **Note:**

Each awarding body specifies detailed criteria for the internal assessment of work. In addition, the awarding body must moderate the assessment and the final judgement on marks awarded is that of the awarding body. Appeals against matters outside the School's control will not be considered in the School's appeals procedure.

## **Return of Script**

Where a candidate wishes to review their script for further development or a decision of a re-sit entry, they may do so via the Exams Office. Fees are payable at the time of the request unless the decision is made by the department for the return of the script, in which case the department would fund the request.

### Appeals against internal assessment of coursework or controlled assessments for external qualifications

Nicholas Chamberlaine School is committed to ensuring that whenever its' staff assess students' work for external qualification, 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. Students' work should be produced and authenticated according to the requirements of the awarding body. Where a set of work is divided between staff, consistency is assured by internal moderation and standardisation.

If a student feels that this may not have happened in relation to his/her work, s/he may use the appeals procedure outlined below. Please note that appeals may only be made against the process which led to the assessment, and not to the mark or grade awarded.

1. Appeals should be made as soon as possible, and must be made at least two weeks before the end of the last externally assessed paper in the examination series. (This means before mid June for the summer series as currently timetabled.)
2. Appeals should be made in writing to the Examinations Officer who will investigate the appeal. If the Examinations Officer was involved in the assessment in question, or is unable to conduct the investigation, the Headteacher will appoint another member of staff of similar or greater seniority to conduct the investigation.
3. The Examinations Officer or other member of staff will review the process used for internal assessment and decide whether it conformed with the requirements of the awarding body and the examinations code of practice of the QCA. This will be done before the end of the examination series.
4. You will be informed in writing of the outcome of the appeal, including correspondence with the awarding body, any changes made to the assessment of your work and any changes made to improve matters in the future.
5. The outcome of the appeal will be made known to the Headteacher, and a written record of the appeal kept and made available to the awarding body at their request. Should the appeal bring to light any significant irregularity, the awarding body will be informed.

After work has been assessed internally, it is moderated by the awarding body to ensure consistency between centres. Such moderation can change the marks awarded for internally-assessed work. This is outside the control of Nicholas Chamberlaine School and is not covered by this procedure.