

The Bosco Centre	
Policy:	Quality Assurance for Qualifications and Appeals Procedure
Applies to:	College and Independent School
Reviewed:	March 2018
Next Review:	March 2019

Internal Appeals – Vocational Qualifications

As the assessment of vocational work is an ongoing process, it is possible that sometimes the candidate and the assessor do not agree on whether evidence presented meets the required standards. It is important that the candidates have the right of appeal.

The appeals procedure is structured so that:

- Prompt action is taken
- All parties are able to put their case forward
- The candidate gets constructive feedback
- Clear and concise outcomes are agreed
- A record of the appeal is formally kept.

The appeals procedure comprises of three stages:

Stage 1 Assessor and candidate

If a candidate disagrees with the assessment decision, they must explain the reason to the assessor as soon as possible. Usually straight after the assessment.

The assessor shall consider the candidate's explanation and provide an immediate response by:

- Explaining again their decision, after re-evaluating the evidence
- Completing of Section 1 of the Candidate appeal (attached)
- Amendment of the Candidate record of Assessment form (if the assessor now agrees that the evidence meets the standards)

If the candidate agrees with the decision, then no further action need be taken.

If the candidate remains unhappy with the assessment decision, then the appeal will proceed to stage 2

Stage 2 Internal Quality Assurer

The relevant assessor must forward, within 24 hours of the appeal being made, the following documentation to the appropriate internal verifier.

- The original assessment record/candidate evidence
- Candidate appeal form (section 1 completed)

The internal verifier will consider the assessment decision, which will involve:

- Evaluating candidate evidence
- Talking to the candidate
- Talking to another assessor

- Talking to the assessor involved

Section 2 of the candidate appeal form will then be completed and the candidate given the decision within 5 working days of the appeal being received.

If the candidate remains unhappy then the appeal must proceed to stage 3

Stage 3 Appeals Panel

The relevant internal verifier involved in stage 2 of the appeal will forward the appropriate details to the Verifier Co-ordinator / Quality Assurance of the Centre.

These details will include:

- Candidate appeal form- section 2 completed
- Candidate Assessment Record form
- Relevant written comments of the internal Verifier (i.e. background information)

The co-ordinator will then convene (within 10 working days of stage 2) a meeting involving:

- The co-ordinator
- The internal verifier who dealt with stage2
- The candidate
- The original assessor
- A colleague/friend (if requested by the candidate)

A decision must be reached. The candidate will be notified orally at the meeting, and in writing (within 10 working days of the panel) of the result.

The decision of the panel is final

Records of all appeals are logged and made available to:

- The External Verifier
- The Relevant QAC team for the Diplomas Certificate involved

External Appeals for Public Examinations

If a candidate wishes to query a result, they must do so as a matter of urgency. Awarding Bodies set very strict deadlines for any enquiries. These deadlines and associated costs will be published on results days.

Any query should first be discussed with the appropriate subject teacher.

The following Enquiries about Results (EAR's) are available:

- Service 1 – Re-check of all clerical procedures leading to a result
- Service 2 – Post-results review of the original marking to ensure the agreed mark scheme has been applied correctly

- Priority Service 2 – review completed within 18 calendar days (only available for A level results if the candidates place in further/higher education is dependent on the outcome)
- Service 3 – Post-results review of moderation to ensure the assessment criteria has been fairly, reliably and consistently applied

The following Access to Scripts (ATS) options are available:

- A photocopy of scripts after Service 1 or service 2 has occurred
- A level students will be able to apply for a photocopy of a script prior to lodging an EAR. A copy of a script cannot be requested if a candidate wishes to proceed with Priority Service 2.
- Original scripts can be returned

The Examinations Office should be approached by either the teacher or student to submit the enquiry or ATS request.

For all EAR's the candidate must complete Appendix A from the JCQ instructions on Post Results Services. This confirms that the candidate understands that the remark may result in the original mark being lowered as well as raised.

If the School is to query the results then the appropriate form should be completed confirming who will pay for the remark.

The Principal's signature will be required.

If the student is to query the result then appropriate payment, in the form of a cheque, must be provided to the Examinations Officer, before the enquiry can be submitted.

The cheque will be held securely by the Examinations Officer until the enquiry has been finalised. If the EAR results in the original overall certification grade remaining unchanged then a charge will apply and the candidates' fee will be cashed.

If the original certification is amended then there will be no charge and the fee will be returned to the student.

Any Service 3 EAR's should be requested by the teacher using the appropriate paperwork from the Examinations Officer. No candidates consent is required.

The consequence of the EAR will be communicated to the original requestor.