

Date ratified at Full
Governors' Meeting

4 July 2024



Review

TLS Governors
Committee

PROCEDURES AND APPEALS FOR STUDENTS FOLLOWING 'ENQUIRY ABOUT RESULTS' 2023-2024

NOTRE DAME HIGH SCHOOL

Part of St John the Baptist Catholic Multi Academy Trust

Company No: 7913261

Registered Office: Surrey Street, Norwich NR1 3PB

THE SCHOOL MISSION STATEMENT

I have come so that they may have life and have it to the full

(John 10:10)

We are a joyous and inclusive Catholic school, inspired by the love of God and the teachings of Jesus, specifically faith, hope, forgiveness and peace.

Our community is committed to a rounded education that develops knowledgeable, morally informed and compassionate young leaders.



If you need this document in large print, audio, Braille, alternative format or in a different language please contact the Company Secretary on 01603 611431 and we will do our best to help.

Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

This procedure confirms Notre Dame High School's compliance with JCQ's *General Regulations for Approved Centres 2023-2024, section 5.13a (p19)* that the centre will "have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-checks, reviews or marking, reviews of moderation and appeals to the awarding bodies.

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Manager and sent electronically to the students and posted on the school website.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams through the 'Exams Guidance for Students Booklet' given to them with their exam timetable in February and at their Exams Assembly in April. They are also informed that Advice and Guidance will be provided on Results Day including the accessibility of senior members of centre staff immediately after the publication of results.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

Reviews of Results (RoRs) offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Service 1 and Service 2 may result in the following outcomes:

- The original mark is lowered
- The original mark is confirmed as correct
- The original mark is raised

Service 3 may result in the following outcomes:

- No change to the original moderation decision
- A correction to the original moderation decision
- Reinstatement of centre marks

For the first two outcomes awarding bodies will provide a reason

The vast majority of RORs will result in no change to the grade awarded.

The role and function of the Exams Office is to administer and process the services above. The team will not involve itself in specific subject advice or liaise with teaching staff regarding any of the services offered.

No request can be actioned without written consent from the candidate as candidates' marks as subject grades may be lowered. This can be done by completing and signing the consent form, in full, which is available in the exams section of the school website and emailing the form to

exams@ndhs.org.uk. Emails will be retained by the centre and kept for at least six months following the outcome of the enquiry or any subsequent appeal. All candidates must use their school email account for all communication with the school.

- Candidate consent can only be collected **after** the publication of results.
- All requests can only be made through the Exams Office.
- No request will be processed until the correct form (available on the Exams section of the school website) and full payment is received.
- The school can only engage in requests or correspondence with the candidate (not the parent/carer).

Candidates must be informed that the EAR is **not** a remark but is a 'review of the original marking to ensure that the agreed mark scheme has been applied correctly. **It is not a remarking of the candidate's script**'.

The Exams Office will inform the candidate by email, of the outcome of the enquiry, as soon as possible after receiving it from the relevant awarding body. Candidates must be aware that the outcome is final and where there is a downgrade the request will not be revoked, and the original higher grade will not be reinstated.

If the enquiry is successful and the actual overall grade (not the unit marks) goes up, the awarding body fee will be refunded to the student.

If a concern is raised about a particular examination result the Head of Subject and/or Deputy Head in charge of exams will investigate the feasibility of requesting a review.

Awarding bodies will only accept applications from Centres and not from candidates or parents.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the Centre's decision not to support a review, an internal appeal can be submitted to the Centre in writing using form **Internal Appeals Form- Form RoR** below, to exams@ndhs.org.uk addressed to the Headteacher no later than *5 days before the published deadline for EARs (or in the instance of a priority review for Y13 students that have a university place resting on the outcome, the appeal would need to be received the following Monday, that being 4 calendar days after results day)*. The appeal should be in writing (and sent by email) to exams@ndhs.org.uk stating the full details of the appeal and reasons for the appeal. It should be signed and dated and include a daytime contact number of the student. This will be reviewed by the Headteacher, or in his absence, another member of Leadership Team. The outcome of the appeal will be communicated by email within 2 days of receipt. This decision is final and no further communication on the matter will occur.

If the Head of Centre remains dissatisfied with the results following the outcome of a clerical re-check, a review of marking or a review of moderation he/she should refer to the relevant JCQ document 'Post-Results Services' and JCQ 'A guide to the awarding bodies' appeals processes'

If after consulting the relevant documentation, the Head of Centre **genuinely believes that the awarding body has not followed due procedures**, it is possible to submit an application for an appeal in line with the procedures set out within the JCQ document 'A guide to the

awarding bodies' appeals processes'

Where the Head of Centre is satisfied after receiving the RoR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made in writing to the Head of Centre. Please refer to the process above.

Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form following a RoR** should be completed and submitted to the Centre (Exams@ndhs.org.uk) within 5 calendar days of the notification of the outcome of the RoR. Subject to the Head of Centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of receiving the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the Exams Manager). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the Centre.

Further guidance to inform and implement appeals procedures

JCQ publications

- ▶ *General Regulations for Approved Centres* <https://www.jcq.org.uk/exams-office/general-regulations>
- ▶ *Post-Results Services* <https://www.jcq.org.uk/exams-office/post-results-services>
- ▶ *JCQ Appeals Booklet* <https://www.jcq.org.uk/exams-office/appeals>
- ▶ *Notice to Centres - Reviews of marking (centre assessed marks)* <https://www.jcq.org.uk/exams-office/coursework> <https://www.jcq.org.uk/exams-office/non-examination-assessments>
- ▶ *Notice to Centres – informing candidates of their centre assessed marks* <https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual publications

- ▶ *GCSE (9 to 1) qualification-level conditions and requirements* <https://www.gov.uk/government/publications/gcse-9-to-1-qualification-levelconditions>
- ▶ *GCSE (A* to G) qualification-level conditions and requirements* <https://www.gov.uk/government/publications/gcse-a-to-g-qualification-levelconditions-and-requirements>
- ▶ *GCE qualification-level conditions and requirements* <https://www.gov.uk/government/publications/gce-qualification-level-conditionsand-requirements>
- ▶ *Pre-reform GCE qualification-level conditions and requirements* <https://www.gov.uk/government/publications/gce-qualification-level-conditionsfor-pre-reform-qualifications>

