



# Complaints, Appeals and Grade Review Procedure September 2024 - 2025

## EXAM CANDIDATE COMPLAINTS AND APPEALS PROCEDURE

The existence of this procedure is made known to students in the Student Examination Handbook.

If a student or parent wishes to make a complaint about any aspect of the examinations system at Middleton Technology School, they should follow the schools General Complaints Procedure. The first point of contact should be the Examinations Manager, unless the complaint concerns the Examinations Manager, in which case they should contact the Head of Centre/Deputy Headteacher

### Appeals Against Internal Assessment of Work for External Qualifications

Middleton Technology School is committed to ensuring that whenever its staff assesses students' work for external qualifications this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments should be 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 examination board. Consistency should be assured by internal moderation and standardisation.

If a student feels that any of the above may not have happened in relation to his / her work, s/he may make use of this appeals procedure.

**NOTE** that appeals may only be made against the *process* that led to the assessment and not against the mark or grade.

### Appeals

1. Any student or parent who wishes to make an appeal against the *procedures* used in internal assessment should, in the first instance, contact the Examinations Manager.
2. Appeals will be considered by three people, at least one of whom has not been involved in the internal assessment decision. This will be known as the Appeals Panel. The appeal panel will consist of the Examinations Manager, Head of Centre/Deputy Headteacher and relevant Curriculum Leader, or their delegated representative or the most senior subject teacher if the appeal is against assessment made by the Curriculum Leader.
3. The Examinations Manager will convene an Appeals Panel within 10 days of receiving a Notice of Appeal, which will hear the case as presented by the student.
4. No appeal will be considered if received later than two weeks before the date of the last external exam in the subject.
5. All appeals will be considered and resolved by the date of the last externally assessed paper of the series.

6. The student has the right to bring a parent, guardian or friend to act as support in presenting their case to the Appeals Panel.
7. A written record of all appeals will be kept by the Examinations Manager and will include the outcome of the appeal and reasons for that outcome.
8. A copy of the outcome of the appeal will be sent to the candidate.

**The Appeal Panel will:**

- Review the procedures used by the centre to award marks for internal assessments.
- Consider whether these procedures conformed to the published requirements of the awarding body and the code of practice.
- As a result of their considerations either confirm the original mark or refer the matter back to the subject teacher for reassessment.

The Examinations Officer will inform the awarding body of any outcome from an appeal that has implications for the conduct of the examination or the issue or results at the centre.

An awarding body, on request, will be supplied with full details of any appeal.

**All students should be able to gain access to:**

- the marks awarded to them by the centre for an internal assessment.
- all comments recorded by the centre relating to their internally assessed work.
- any correspondence between the centre and the awarding body relating to their internally assessed work.
- information, if available at the time of the appeal, as to whether their work was sampled by the awarding body.
- the moderated mark given to the work by the awarding body, if known.
- relevant awarding body procedures for the conduct of internal assessment.

If a Learner is not able to resolve an appeal at the approved centre then he/she has the right to appeal to the Exam Board. This may be done via the Exams Manager or direct to the Exam Board in writing.

**Appeals/Reviews Against Externally Marked Exam Papers for General Qualifications.**

Middleton Technology School is committed to ensuring that whenever a candidates' result is disputed by the candidate we will endeavour to make sure the decision to review/appeal is carried out in the best interest of the candidate.

**Appeals**

1. Any student or parent who wishes to make an appeal/review against the *grade of an externally marked exam paper* should, in the first instance, contact the Examinations Manager.
2. Exams Manager will contact Head of Department to check grade boundaries to ascertain gap between next grade up and/or down.

3. Candidate will be contacted to discuss review/appeal on information gained from (2).
4. Candidate can request Head of Centre to review outcome.
5. Middleton Technology School will follow guidelines in their policy and offer a review/appeal where appropriate.
6. Candidate can request a review/appeal if MTS decline to apply.
7. Candidate must put request in writing, complete the EAR form and the cost of review/appeal will be made to the candidate.
8. Middleton Technology School will inform the candidate in writing of the outcome of the review/appeal.
9. The outcome of the review of the centre's marking will be made known to the head of centre. A written record of the review will be kept.