



Exam Complaints & Appeals Procedure

Document Control Information			
Exam Complaint & Appeal Procedure			
Review Period Annually		Review Committee MAT Trustees	
Revision History			
Author	Summary of changes	Issue	Date Authorised
R Righini	New Procedure	1	15 th January 2018
R Righini	Policy review	2	September 2018
L Butler	Policy review – no changes	3	March 2019
L Butler	Policy review – no changes	4	October 2020
Authorisation			
Approved By:	<i>Trustees</i>		
Date Approved:	<i>01/10/2020</i>		
Date of Next review:	<i>01/10/2021</i>		
Document Owner & Reviewer:	<i>The senior manager responsible for this policy is the Asst CEO Standards</i>		
Equality Impact			
Statement	<p>We welcome feedback on this document and the way it operates. We are interested to know of any possible or actual adverse impact that may affect any groups in respect of any of the Equality Act 2010 protected characteristics.</p> <p>The person responsible for equality impact assessment for this document is the Director of Equality and Diversity.</p>		
Screening	<p>This document has been screened by the Equality Team and the impact has been assessed as:</p> <p><input type="checkbox"/> Not applicable <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High</p>		

1. Purpose

- 1.1. This procedure confirms New Bridge MAT's compliance with JCQ's *General Regulations for Approved Centres 2020-2021*, 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."

2. Grounds for complaint

- 2.1. A candidate (or their parent/carer) may make a complaint on the grounds below (this is not an exhaustive list):

2.1.1. Teaching and learning

- 2.1.1.1. Quality of teaching and learning, for example:
- 2.1.1.2. Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
- 2.1.1.3. Teacher lacking knowledge of new specification/incorrect core content studied/taught
- 2.1.1.4. Core content not adequately covered
- 2.1.1.5. Inadequate feedback for a candidate following assessment(s)
- 2.1.1.6. Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate
- 2.1.1.7. The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- 2.1.1.8. 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 centre's *internal appeals procedure*)
- 2.1.1.9. Centre fails to adhere to its *internal appeals procedure*
- 2.1.1.10. Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body
- 2.1.1.11. 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
- 2.1.1.12. Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks

2.1.2. Access arrangements

- 2.1.2.1. Candidate not assessed by the centre's appointed assessor
- 2.1.2.2. Candidate not involved in decisions made regarding his/her access arrangements
- 2.1.2.3. Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed data protection notice/candidate data personal consent form)
- 2.1.2.4. Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply
- 2.1.2.5. Exam information not appropriately adapted for a disabled candidate to access it

- 2.1.2.6. Adapted equipment put in place failed during exam/assessment
 - 2.1.2.7. Approved access arrangement(s) not put in place at the time of an exam/assessment
 - 2.1.2.8. Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment
- 2.1.3. Entries**
- 2.1.3.1. Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
 - 2.1.3.2. Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment
 - 2.1.3.3. Candidate entered for a wrong exam/assessment
 - 2.1.3.4. Candidate entered for a wrong tier of entry
- 2.1.4. Conducting examinations**
- 2.1.4.1. Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place
 - 2.1.4.2. Room in which exam held did not provide candidate with appropriate conditions for taking the exam
 - 2.1.4.3. Inadequate invigilation in exam room
 - 2.1.4.4. Failure to conduct exam according to the regulations
 - 2.1.4.5. Online system failed during (on screen) exam/assessment
 - 2.1.4.6. Disruption during exam/assessment
 - 2.1.4.7. Alleged, suspected or actual malpractice incident not investigated/reported
 - 2.1.4.8. Eligible application for special consideration for a candidate not submitted/not submitted to timescale
 - 2.1.4.9. Failure to inform/update candidate on the outcome of a special consideration application
- 2.1.5. Results and Post-results**
- 2.1.5.1. 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
 - 2.1.5.2. Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of a review/enquiry
 - 2.1.5.3. Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
 - 2.1.5.4. Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*)
 - 2.1.5.5. Candidate (or parent/carer) unhappy with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal (complainant to refer via the exams officer to the centre's *internal appeals procedure*)
 - 2.1.5.6. Centre applied for the wrong post-results service/for the wrong exam paper for a candidate

- 2.1.5.7. Centre missed awarding body deadline to apply for a post-results service
- 2.1.5.8. Centre applied for a post-results service for candidate without gaining required candidate consent/permission

3. Complaints and appeals procedure

- 3.1. If a candidate (or his/her parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification he/she is following, New Bridge MAT encourages him/her to try to resolve this informally in the first instance. A concern or complaint should be made in person, by telephone or in writing to the head of centre.
- 3.2. If a complaint fails to be resolved informally, the candidate (or his/her parent/carer) is then at liberty to make a formal complaint. A copy of the MAT's Complaints Policy is available to download from our website or on request at any site.

4. Other useful documents

- 4.1. Compliments & Complaints Policy
- 4.2. Exams Policy
- 4.3. Internal Appeals Policy (exams)

5. Monitoring

This policy will be monitored through the MAT's accountability framework.