



**Transforming
Futures**
TRUST



ACE TIVERTON
SCHOOL

Examination Policy

Policy Information	
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Adoption of the Policy

This Policy has been adopted and reviewed by the Trustees of Transforming Futures Trust

Signed
(Chair of Trust)

Date 07.07.21

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The purpose of this Examination policy is:

- to ensure the planning and management of Examination is conducted efficiently and in the best interests of candidates.
- to ensure the operation of an efficient Examination system with clear guidelines for all relevant staff.

It is the responsibility of everyone involved in the centre's Examination processes to read, understand and implement this policy. The Examination policy will be reviewed every academic year or sooner if required by changing legislation or guidance. The Examination policy will be reviewed by the Senior Leader responsible for Examination and Assessment. Where references are made to JCQ regulations/guidelines, further details can be found at www.jcq.org.uk

Examination Responsibilities

The Head of Centre:

- has overall responsibility for the school/college as an Examination centre and advises on appeals and re-marks.
- is responsible for reporting all suspected or actual incidents of malpractice - refer to the JCQ document Suspected malpractice in Examination and assessments.

Examination Officer/Administrator:

- manages the administration of internal Examination and external Examinations.
- advises the senior leadership team, subject and class tutors, and other relevant support staff on annual Examination timetables and procedures as set by the various awarding bodies.
- oversees the production and distribution, to all centre staff and candidates, of an annual calendar for all Examination in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
- ensures that candidates and their parents are informed of and understand those aspects of the Examination timetable that will affect them.
- checks with teaching staff that the necessary coursework and/or controlled assessments are completed on time and in accordance with JCQ guidelines.
- provides and confirms detailed data on estimated entries.
- maintains systems and processes to support the timely entry of candidates for their Examinations.
- receives, checks and stores securely all Examination papers and completed scripts and ensures that scripts are dispatched as per the guidelines.
- administers access arrangements and makes applications for special consideration following the regulations in the JCQ publication A guide to the special consideration process.
- identifies and manages Examination timetable clashes.
- accounts for income and expenditures relating to all Examination costs/charges.
- line manages the senior Examination invigilator in organising the recruitment, training, and monitoring of a team of Examination invigilators responsible for the conduct of Examinations.
- ensures candidates' coursework / controlled assessment marks are submitted, and any other material required by the appropriate awarding bodies correctly and on schedule.
- tracks, dispatches, and stores returned coursework / controlled assessments.
- arranges for dissemination of Examination results and certificates to candidates and forwards, in consultation with the SLT, any post results service requests.

Subject Teachers are responsible for:

- guidance and pastoral oversight of candidates who are unsure about Examination entries or amendments to entries.
- accurate completion of entry and all other mark sheets and adherence to deadlines as set by the Examination Officer/Administrator.
- accurate completion of coursework / controlled assessment mark sheets and declaration sheets.
- decisions on post-results procedures.
- supplying information on entries, coursework and controlled assessments as required by the head of department and/or Examination Officer/Administrator.

The Special Educational Needs and Disability Co-ordinator is responsible for:

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- identification and testing of candidates' requirements for access arrangements and notifying the Examination Officer/Administrator in good time so that they are able to put in place Examination day arrangements
- process any necessary applications to gain approval (if required).
- working with the Examination Officer/Administrator to provide the access arrangements required by candidates in Examination rooms.

Lead invigilator/invigilators (Teaching Assistant Team Leader) are responsible for:

- assisting the Examination Officer/Administrator in the efficient running of Examination according to JCQ regulations.
- collection of Examination papers and other material from the Examination office before the start of the Examination.
- collection of all Examination papers in the correct order at the end of the Examination and ensuring their return to the Examination office.

Candidates are responsible for:

- confirmation and signing of entries.
- understanding coursework / controlled assessment regulations and signing a declaration that authenticates the coursework as their own.
- ensuring they conduct themselves in all Examination according to the JCQ regulations.

Qualifications Offered: The qualifications offered at this centre are decided by the Senior Leader in charge of Curriculum along with the subject teachers. The types of qualifications offered are Entry Level, Unit Awards, Functional Skills, BTEC, International GCSEs and GCSEs alongside subject specific work-based qualifications such as First Aid, Food Hygiene.

The subjects offered for these qualifications in any academic year may be found on our school website within the curriculum statements and the individual subject area. If there is to be a change of specification for the next year, the Examination office must be informed by the end of Half term 1 each academic year. Informing the Examination office of changes to a specification is the responsibility of the subject teacher.

Decisions on whether a candidate should be entered for a particular subject will be taken by the subject teacher in consultation with the Senior Leader responsible for Examinations, the SENDCo, Pastoral Team Leader and the student alongside their family.

Examination series:

- Internal Examination (mock or trial Examinations) and assessments are scheduled in Autumn (Half Term 2) and Spring (Half Term 4).
- External Examinations and assessments are scheduled in Summer (Half Term 6).
- Internal Examinations are not held under external Examination conditions.
- The Senior Leader decides which Examination series are used in the centre.

The centre does offer some assessments on an on-demand basis. If offered, on-demand assessments can be scheduled only in windows agreed between the Senior Leader responsible for Examination and the subject teacher.

Examination timetables: Once confirmed, the Examination Officer/Administrator will circulate the Examination timetables for internal and external Examination at a specified date before each series begins.

Entries, entry details and late entries: Candidates or parents/carers cannot request a subject entry, change of level or withdrawal.

- The centre does not accept entries from private candidates.
- The centre does not act as an Examination centre for other organisations.

Entry deadlines are circulated to subject teachers via email and the school intranet. Subject Teachers will provide estimated entry information to the Examination Officer/Administrator to meet JCQ and awarding body deadlines.

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Entries and amendments made after an awarding organisation's deadline (i.e., late) require the authorisation, in writing, of Senior Leader for Examination and Assessments. Re-sit decisions will be made by Senior Leader for Examination and Assessments in consultation with the subject teacher. GCSE re-sits are allowed, and Functional skills re-sits are allowed.

Examination Fees: Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes provided these are made within the time allowed by the awarding bodies. The Examination Officer/Administrator will publish the deadline for actions well in advance for each Examination series. All Examination entry fees, including resits are paid by the centre unless by individual arrangement detailed in writing with the Senior Leader, Head of Centre and Family.

Fee reimbursements not sought from candidates:

- if they fail to sit an Examination
- if they do not meet the necessary coursework requirements without medical evidence or evidence of other mitigating circumstances

Equality Legislation: All Examination centre staff must ensure that they meet the requirements of any equality legislation. The centre will comply with the legislation, including making reasonable adjustments to the service that they provide to candidates in accordance with requirements defined by the legislation, awarding bodies, and JCQ. This is the responsibility of the insert role(s).

Access arrangements: The SENDCo will inform subject teachers of candidates with special educational needs and any special arrangements that individual candidates will need during the course and in any assessments/Examinations. A candidate's access arrangements requirement is determined by the SENDCo with reference to the student's Educational, health and Care Plan. Ensuring there is appropriate evidence for a candidate's access arrangement is the responsibility of the subject teacher and SENDCo. Submitting completed access arrangement applications to the awarding bodies is the responsibility of the SENDCo. Rooming for access arrangement candidates will be arranged by the Senior Leader for Examination in conjunction with the Examination Officer/Administrator/Administrator. Invigilation and support for access arrangement candidates, as defined in the JCQ access arrangements regulations, will be organised by the SENDCO and Examination Officer/Administrator/Administrator.

Contingency Planning: Contingency planning for Examination administration is the responsibility of the Head of Centre in conjunction with the Senior Leader for Examinations. Contingency plans are included in appendix A of this policy and on our school website, via email and the school intranet and are in line with the guidance provided by Ofqual, JCQ and awarding organisations.

Estimated grades: Subject Teachers are responsible for submitting estimated grades to the Examination Officer/Administrator when requested by the Examination Officer/Administrator.

Managing Invigilators: External staff will only be used to invigilate Examinations as part of our contingency planning. These invigilators will be used for internal Examination and external Examination. Recruitment of invigilators is the responsibility of the Senior Leader for Examinations in conjunction with the Examinations Officer/Administrator. Securing the necessary Disclosure Barring Service (DBS) clearance for new invigilators is the responsibility of the HR and Recruitment Team within our MAT. DBS fees for securing such clearance are paid by the centre. Invigilators' rates of pay are set by the HR and Recruitment Team. Invigilators are recruited, timetabled, trained, and briefed by the Senior Leader for Examinations.

Malpractice: The head of centre in consultation with Senior Leader for Examinations is responsible for investigating suspected malpractice.

Conflict of Interest: The Trust operates a detailed Conflict of Interest policy which operates across all aspects of school practice, including examinations. As an additional safeguard, the school maintains accurate records of family or close contact links with staff, students and our wider school community. Where any conflict of interest is identified, this is recorded by the Senior Leader in charge of examinations and placed in the examination, student and staff files where relevant. Actions are taken to ensure that there is no risk of conflict with the student at the centre of decision making. Staff with any identified risk of conflict of interest will not be used to invigilate, teach, or otherwise support any student or member of staff taking qualifications at this centre.

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Examination Days: The Examination Officer/Administrator will book all Examination rooms after liaison with other users and make the question papers, other Examination stationery and materials available for the invigilator. Site management staff is responsible for setting up the allocated rooms and will be advised of requirements a week prior to the examinations. The Senior Leader for Examinations will start and finish all Examination in accordance with JCQ guidelines. Subject staff may not be present at the start of the Examination to assist with identification of candidates. Any staff present must be in accordance with the rules defined by JCQ concerning who is allowed in the Examination room and what they can do. In practical Examinations, subject teachers' availability will be in accordance with JCQ guidelines. Examination papers must not be read by subject teachers or removed from the Examination room before the end of a session. Papers will be distributed to subject teacher in accordance with JCQ's recommendations and no later than two hours after candidates have completed them. After an Examination, the Examination Officer/Administrator will arrange for the safe dispatch of completed Examination scripts to awarding bodies, working in conjunction with Senior Leader for Examinations.

Candidates' Identity Verification: The identity of candidates is verified on admission to the school, whether through phase transfer or in-year admission. This process includes sight of identity documents such as birth certificate or passport as well as receipt of a finalised Education, Health and Care Plan which has legal status as a document outlining the needs, provision and support required by the student.

The Examination Officer/Administrator will provide written information to candidates in advance of each Examination series. A formal briefing session for candidates may be given by the Senior Leader for Examinations. The centre's published rules on acceptable dress and behaviour apply at all times. Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage. In an Examination room, candidates must not have access to items other than those clearly allowed in the instructions on the question paper, the stationery list, or the specification for that subject. This is particularly true of mobile phones and other electronic communication or storage devices with text or digital facilities. Any precluded items must not be taken into an Examination room.

Disruptive Candidates: Students are supported in line with their individual support plans, EHCP in the context of and with accordance with JCQ guidelines. Candidates are expected to stay for the full Examination time at the discretion of the Senior Leader for Examinations. Note: candidates who leave an Examination room must be always accompanied by an appropriate member of staff. The Examinations Officer/Administrator is responsible for handling late or absent candidates on Examination day.

Clash candidates: The Examinations Officer/Administrator will be responsible as necessary for supervising escorts, identifying a secure venue and arranging overnight stays.

Special consideration: Should a candidate be unable to attend an Examination because of illness, suffer bereavement or other trauma, be ill or otherwise disadvantaged or disturbed during an Examination, then it is the candidate's responsibility to alert the centre's Senior Leader for Examinations to that effect. The candidate must support any special consideration claim with appropriate evidence within two days of the Examination. The Examination Officer/Administrator will make a special consideration application to the relevant awarding body within two days of the Examination.

Internal assessment: It is the duty of subject teachers to ensure that all internal assessment is ready for dispatch at the correct time. The Examination Officer/Administrator will/ assist by keeping a record of each dispatch, including the recipient details and the date and time sent. Marks for all internally assessed work are provided to the Examination Officer/Administrator by Subject Teacher. The Examination Officer/Administrator will inform staff of the date when appeals against internal assessments must be made by. Any appeals will be dealt with in accordance with the centre's Internal Appeals Procedure (IAP) document, found in appendix B.

Results: Candidates will receive individual results slips on results days, in person at the centre, by post to their home address, posted recorded delivery/first class. The results slip will/ be in the form of a centre produced document. Arrangements for the centre to be open on results days are made by the Head of Centre and Senior Leader for Examinations. The provision of the necessary staff on results days is the responsibility of these staff.

Enquiries about Results (EAR): EARs may be requested by centre staff or the candidate following the release of results. A request for a re-mark or clerical check requires the written consent of the candidate, a request for a re-moderation of

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internally assessed work may be submitted without the consent of the group of candidates. The cost of EARs will be paid by the centre. All decisions on whether to make an application for an EAR will be made by the Head of Centre and Senior Leader for Examinations. If a candidate's request for an EAR is not supported, the candidate may appeal, and the centre will respond by following the process in its Internal Appeals Procedure (IAP) in appendix B. All processing of EARs will be the responsibility of the Examination Officer/Administrator following the JCQ guidance.

Access to Scripts (ATS): After the release of results, candidates may ask subject staff to request the return of written Examination papers within ten days of the receipt of results. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained. An EAR cannot be applied for once an original script has been returned. The cost of EARs will be paid by the centre. Processing of requests for ATS will be the responsibility of the Examinations Officer/Administrator.

Certificates: Candidates will receive their certificates

by post to their home address (candidates to provide a self-addressed envelope), posted (recorded delivery/first class.

Certificates can be collected on behalf of a candidate by third parties, provided they have written authority from the candidate to do so, and bring suitable identification with them that confirms who they are. The centre retains certificates for five years. A new certificate will not be issued by an awarding organisation. A transcript of results may be issued if a candidate agrees to pay the costs incurred.

Head of centre

Examination Officer/Administrator

Date

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Appendix A – Contingency Arrangement

The Examination Contingency Plan is designed to ensure a consistent and effective response in the event of major disruption to the examination system at ACE Tiverton affecting candidates across several awarding organisations.

All awarding organisations are required to have their own well-established contingency plans in place to respond to such disruptions. This Examinations Contingency Plan considers these processes and procedures and is designed to complement them, not replace them.

The plan will be implemented in the event of major disruption to the system, such as widespread illness, travel disruption, bad weather or power failures. Any actions taken will be subject to the advice of the official agencies dealing with the specific circumstances being faced, for example the police, Environment Agency or Health Protection Agency.

Implementing the plan will safeguard the interests of candidates while maintaining the integrity of the examination system and safeguarding qualification standards. The contingencies covered have been implemented on several occasions in response to localised issues in other centres. They would be applied on a larger scale in response to any widespread disruption at a national level.

The priority when implementing contingencies will be to maintain three principles:

- delivering assessments to published timetables
- delivering results to published timetables
- complying with regulatory requirements in relation to assessment, marking and standards.

Communications: In the event of local disruption communication to teachers and students will take place through the Examination Officer/Administrator following agreement with the Headteacher and/or Senior Leader responsible for Examinations. In the event of major disruption, details of specific contingencies agreed across organisations involved in the examinations process will be confirmed on the Ofqual website and proactively communicated to relevant parties.

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This includes communications between the organisations involved in the response and communications to stakeholders such as centres, candidates, parents or carers and the public. <https://www.gov.uk/government/organisations/ofqual>

Those involved in this Joint Contingency Plan are committed to:

- sharing timely and accurate information as required to meet the aims of the plan
- communicating with stakeholders so they are aware of disruption to the exams, the contingency measures
- being implemented and any actions required of them as a result
- ensuring that any messages to the public are clear and accurate.

Disruption of teaching time – School closed for an extended period: If ACE Tiverton is closed or candidates are unable to attend for an extended period during normal, teaching or study supported time, interrupting the provision of normal teaching and learning. It is the responsibility of the School to prepare students, as usual, for examinations.

In the case of modular courses, candidates should sit the examinations in the next available series. The School will facilitate teaching and learning by an alternative method or alternative location.

Guidance on emergency planning, with advice on severe weather, is available on the Department for Education website: <http://www.education.gov.uk/schools/adminandfinance/emergencyplanning/a0069425/advice-on-severe-weather>

Disruption in the distribution of examination papers: If the distribution of examination papers to centres in advance of Examinations is disrupted, the awarding organisations will source alternative couriers for delivery of hardcopies. The awarding organisations would provide the school with electronic access to examination papers via a secure external network. Awarding organisations would fax examination papers to centres if electronic transfer is not possible. The Examinations Officer must ensure that copies are received, made and stored under secure conditions.

Candidates unable to take examinations because of a crisis - centres remain open: We will liaise with candidates to identify whether the examination can be sat at an alternative venue in agreement with the relevant awarding organisations. JCQ guidance on alternative site arrangements can be accessed through the JCQ website - <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>

We will offer candidates an opportunity to sit any examinations missed at the next available series as well as considering application to awarding organisations for special consideration for candidates where they have met the minimum requirements. Candidates are only eligible for special consideration if they have been fully prepared and have covered the whole course but are affected by adverse circumstances beyond their control. JCQ guidance on special consideration can be accessed through the JCQ website:

<http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance>

Centres are unable to open as normal during the examination period: If ACE Tiverton was unable to open as normal for scheduled examinations, it must inform each awarding organisation with which examinations are due to be taken as soon as is possible. The responsibility for deciding whether it is safe for the school to open lies with the Headteacher (Head of centre). The Headteacher is responsible for taking advice or following instructions from relevant local or national agencies in deciding whether we can open. We will open for examinations and examination candidates only if possible. We will use alternative venues in agreement with relevant awarding organisations (e.g., share facilities with other centres or use other public building, if possible). Where appropriate, we may offer candidates an opportunity to sit any examinations missed at the next available series. We will also apply to awarding organisations for special consideration for Candidates where they have met the minimum requirements.

Disruption to the transportation of completed examination scripts: If there is a delay in normal collection arrangements for completed examination scripts. We will seek advice from awarding organisations and normal collection agency regarding collection. We will not plan for transportation without approval from awarding organisations and also ensure secure storage of completed examination scripts until collection.

Assessment evidence is not available to be marked: If due to large scale damage to or destruction of completed examination scripts/assessment evidence before it can be marked. The awarding organisations should generate candidate marks for affected assessments based on other appropriate evidence of candidate achievement as defined by the awarding organisations in consultation with the regulators. The candidates should retake affected assessment at subsequent assessment window.

Disruption to the scanning process – where completed examination scripts are being scanned in preparation for onscreen marking: If the examination boards scanning process is disrupted, resulting in a risk to the delivery of results by scheduled dates. The awarding organisations will implement their existing contingency plans for disruption to on-screen marking process and will revert to traditional form of marking; the awarding organisations should recruit, train or re-standardise qualified new markers.

Markers unable to mark examination scripts according to marking schedules: If the examination board markers are unable to mark examination scripts resulting in a risk to the delivery of results by scheduled dates. The awarding organisations should re-allocate scripts to available markers. The awarding organisations to recruit, train or re-standardise qualified new markers and prioritisation of marking to be based on results dates.

Difficulty in meeting planned schedule or unable, to issue results: Inability of awarding organisations (including the case of a single awarding organisation) to either meet planned schedule for issue of results, or to issue results as planned due to a systems failure. If the awarding organisation(s) face delay in meeting the planned schedule for issuing results: The awarding body should establish priorities for processing results, implement existing contingency plans for disruption to the schedule for issuing results.

If awarding organisation(s) face difficulty in issuing results as planned due to a systems failure: in consultation with regulators, assess the level of disruption and consider alternative options for issuing results dependent upon the nature of the systems failure, the awarding organisations and regulators to liaise with relevant organisations (i.e., UCAS, CAO) regarding process of candidate progression to further and higher education.

Awarding organisations unable to issue accurate results: Due to system error/failure or attack on systems means significant numbers of results cannot be validated as accurate or are issued and found to be inaccurate. The candidates, School and stakeholders will be informed of any incorrect results. The awarding organisations will re-validate results and re-issue results, via alternative format if necessary.

Centres are unable to distribute results as normal: If we are unable to access or manage the distribution of results to candidates, or to facilitate post results services we will contact the awarding organisations about alternative options. We will arrange to access its results at an alternative site, coordinate access to post results services from an alternative site including sharing facilities with other centres where possible and appropriate.

Staff Absence: If the Examinations Officer is absent at any time during the examination period, the Senior Leadership Team will ensure the smooth running of the exams with the help of the Examination Administrator/Officer.

Absence of the Examinations Officer: In the event of the Examinations Officer absence the Senior Leader for Examinations will take up key aspects of the role with the support of the Lead Administrator. Both roles will undertake regular and relevant training to ensure they can fulfil the functions of the Examination Officer at any point in the examination cycle or season. Further support may be sought from partner schools within the Trust to ensure the right level of experience or expertise is available within the centre as needed. Further support and reference to JCQ Regulations will be undertaken to ensure all actions or in line with the most up to date guidance and directives.

Summary of our responsibilities in the event of disruption to examinations.

- Prepare plans for any disruption to exams as part of centres' general emergency planning.
- Prepare candidates for examinations.
- Ensure examinations and assessments are taken under the conditions prescribed by awarding organisations.
- Ensuring, where relevant, that assessment materials and candidate work are stored under secure conditions.
- Decide whether the centre can open for examinations as scheduled and informing relevant awarding organisations if the centre is unable to open.
- Explore the opportunities for alternative arrangements if the centre cannot open for examinations and agreeing such arrangements with the awarding organisations.
- Assessing and liaising with awarding organisations in the event of disruption to the transportation of papers.

Useful Information Sources:

- AQA <http://www.aqa.org.uk/>
- JCQ www.jcq.org.uk
- CCEA www.rewardinglearning.org.uk
- Ofqual www.gov.uk/government/organisations/ofqual
- City & Guilds www.cityandguilds.com
- DfE www.gov.uk/government/organisations/department-for-education
- Edexcel www.edexcel.com
- DfE – Exams Delivery Support <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
- EDI www.pearson-edi.com/
- OCR www.ocr.org.uk
- JCQ A guide to the special consideration process <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/a-guide-to-the-special-consideration-process-2016-2017>
- JCQ Instructions for conducting examinations <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
- DfE guidance on dealing with disruption to teaching and learning
- <http://www.education.gov.uk/schools/adminandfinance/emergencyplanning/a0069425/advice-on-severe-weather>

Appendix B: Appeals Procedure

Review and Appeals of Marking - Centre Assessed Marks (For All Qualifications)

ACE Tiverton is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents. Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity.

- ACE Tiverton is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where several subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.
- ACE Tiverton will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
- ACE Tiverton will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
- ACE Tiverton will, having received a request for copies of materials, promptly make them available to the candidate.
- ACE Tiverton will provide candidates with sufficient time to allow them to review copies of materials and reach a decision.
- ACE Tiverton will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing.
- ACE Tiverton will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
- ACE Tiverton will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
- ACE Tiverton will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- ACE Tiverton will inform the candidate in writing of the outcome of the review of the centre's marking.

Grounds of which an academic appeal can be made:

There are circumstances in which the decision of an assessor may be changed by a higher authority within the College:

- Personal circumstances not known to the assessor/curriculum area
 - An assessment decision may be reviewed if a student establishes the satisfaction of the Curriculum Leader/Lead Internal Quality Assurer that his/her performance in the examination or other form of assessment was adversely affected by illness, or other factors, which he/she was unable, or for valid reasons unwilling to divulge prior to assessment. The student's request must be supported by medical certificates or other appropriate documentary evidence.
 - Bias or perception of bias: A student's characteristics should not affect the mark/grade awarded for an assessment. Any bias due to gender, personality, ethnicity etc is unacceptable.
 - Material error or irregularity
 - There has been an administrative error.
 - The assessment was not conducted in accordance with the programme regulations, OR
 - Some other material irregularity has occurred
- 3 Internal Appeals Procedure If a student is dissatisfied with an internal assessment outcome, he/she has the right of appeal.

There are three stages in the appeals procedure and each stage must be exhausted before proceeding to the next one. All students may request additional support to assist them with their appeal to address any perceived barriers.

Stage 1:

In the first instance, any student who disagrees with their assessment decision should appeal directly to the assessor who carried out the assessment. The appeal must be sent in writing within 5 working days of receipt of the assessment outcome and should clearly indicate:

- The points of disagreement and reasons.
- The evidence in the portfolio which the student believes they meet the requirements of the performance criteria.
- Assessor will consider the appeal and provide a response to the student within 10 working days of receipt of the appeal.

Students are advised to keep their own copies of all documents used in the appeals procedure. Reasons for an appeal could be:

- The student does not understand why he/she is not yet competent, due to lack of, or unclear, feedback from the assessor.
- The student believes he/she is competent, and that the assessor has misjudged them or missed/misinterpreted some vital evidence. In most cases it is hoped that this stage of the process will terminate the appeals procedure.
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Glossary of Terms:

Different awarding organisations use different names for the roles involved in quality assurance of assessment. This glossary is intended to clarify the roles referred to in the policy.

- Assessor: The person who marks the student’s work.
- Lead Internal Verifier/Internal Quality Assurer: The person who checks the quality, accuracy and fairness of the assessment and feedback to the student. May also be called IV, Lead Verifier, Lead IV, Internal Moderator, IM, Moderator, Internal Standards Verifier, IQA, Internal Quality Assurer.
- External Verifier/External Quality Assurer: The person appointed by the awarding body to check the quality and fairness of both the assessment and the internal verification against national standards. This role may also be referred to as: EQA, SV, Standards Verifier, External Standards Verifier, External Moderator.
- Enquiries About Results (EAR): The period an awarding body allows for any requests to review assessment outcomes following the publication of results.
- Academic Judgement: A student who does not agree with an assessment grade/mark awarded is encouraged to approach the Assessor concerned, to discuss the mark/grade before submitting an appeal against the grade/mark awarded. An appeal cannot be made directly against the assessor on a personal or professional level under this policy.

Appendix 1 – Version Control Amendments

Version No	Date	Summary of Changes