



Millfield English Language Holiday Courses (MELHC) Examination Appeals Policy

1. The following guidelines have been established in order to ensure we give clear guidance to exam candidates, their parents and agents where there may be a possible case for an appeal against the marking of an exam paper or where they feel that the centre has not followed correct procedures. These can be stressful situations for all involved and so clear accurate information and good communications are vital.
2. All exam results are monitored by the Centre Exams Manager (Director of Studies) in consultation with the Exams Coordinator(s) and Director of Holiday Courses and Events.
3. Any candidate wishing to appeal their results should contact the Director of Studies in writing within 7 days of receiving their results.
4. The Centre Exams Manager will investigate the issue and submit the appeal using the documentation provided by the Exam Provider and within their agreed timescales:
Cambridge Assessment English – 21 days
Trinity College London – 14 days
LanguageCert – 4 weeks
5. The Exam Provider's fees will generally be met by the candidate and paid in advance of the appeal being submitted. The exception to this would be if the Centre considers that the Exam Provider failed to follow procedure. Waiver of the fees would be at the discretion of the Director of Holiday Courses and Events.
6. Appeals relating to the Centre's administration of examinations, should be made in writing to the Director of Holiday Courses and Events in line with MELHC Complaints Procedure. The Director of Holiday Courses and Events will respond to the person making the appeal within 1 working day and following this an appeal investigation will be undertaken, and the result will be communicated in writing within 5 working days.
7. If the person making the appeal is unhappy with the decision, they can register a formal complaint or appeal with the Exam Provider or English UK.
8. All complaints and decisions are recorded and filed. If the student decides to pursue the complaint with either the Exam Provider or English UK, MELHC's written description and decision will be available for use in this process. Further information about English UK 's formal complaints procedure can be found at <https://www.englishuk.com/complaints> .

- d) Should parents/pupils require further clarification following standard written communications, they will be given the HoD's e mail/phone number (HoD's preference); the HoD will be responsible for updating the Exams Office accordingly thereafter.

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Appendix A – Appeals against results

Where a department feels that there is a case for further action, it is important that there is close liaison with the Examinations Officer, the Examinations Office and Assistant Head (Teaching & Learning).

Please note that candidates and/or their parents are not entitled to appeal directly to the awarding body.

a) **An outline of the available appeals processes** *(the sections in italics are Millfield's procedures)*

- If a HoD is dissatisfied with examination results and has reasons to suspect they may not be accurate, the first step to take is to make an enquiry about results – *key dates for these enquiries will be issued by the Exams Office with, or ahead of, each series of exam results.*

On request from a school or college, **exam boards are now required to provide reasons** as to why the outcome of an 'Enquiry about Results' (EaR) took the form that it did. *HoDs should consult with the Examinations Officer as necessary.*

- If doubts remain about the accuracy of the results following the HoD's enquiry, the HoD should refer initially to the regulator's Code of Practice and the JCQ publication Post Results Services – Information and guidance to centres *(these documents will be available from the Examinations Office).*
- If after consulting these documents, the centre is convinced that the awarding body has not followed due procedures*, it is possible to submit an appeal. *There should be consultation with the Examinations Officer then Assistant Head (Teaching & Learning) before any appeal is submitted; the Examinations office will supply relevant forms for appeal.*

Note*: in AS/A level qualifications the grounds for an appeal have been extended to include the grounds that a marking error made by the original marker or moderator has not been corrected on review or that there has been a marking error in the review itself. An appeal could also be based on a concern that an administrative error has not been corrected, the mark scheme has not been properly applied and/or the mark could not have been given by a trained marker, who has appropriate subject knowledge and who has exercised his/her academic judgement in a reasonable way. *HoDs should consult with the Examinations Officer as necessary.*

b) **What happens during a Stage 1 Appeal investigation?**

- Stage 1 of the Appeals Process involves an examination of the case by an officer of the awarding body who has not had any previous involvement with the matter. This investigation will take into account the written submission from the appellant. *This will be produced by the relevant HoD.*
- The procedures which are open to investigation include the full range of processes involved in, and leading to, the award of grades. The appeals process is not directly concerned with making judgements about the quality of candidate s' work.

- An appeal investigation does not generally involve a further review of the candidates' work, but such action may be authorised following the Stage 1 or Stage 2 Appeal.
- After the investigation, the appeal will either be rejected or upheld. If the appeal is upheld any necessary further work on the candidates' scripts or results will be undertaken.
- A report on the Stage 1 Appeal investigation detailing the awarding body's decision will be sent to the head of centre. *This will be copied to HoD by the Examinations Office.*

c) **Stage 2 Appeals**

- If the centre remains dissatisfied with the outcome of the Stage 1 Appeal, a written request for a Stage 2 Appeal should be sent to the relevant awarding body. This must be made within two calendar weeks of receipt of the Stage 1 Appeal outcome letter. *There should be consultation with the Examinations Officer then Assistant Head (Teaching & Learning); the Examinations office will supply relevant forms for appeal.*
- The Stage 2 Appeals process is designed to ensure that the centre has a formal opportunity to present their case to an impartial body.
- For a Stage 2 Appeal hearing, an awarding body typically convenes a panel of three or four people who are not directly employed by the awarding body and who have been trained in the task of deciding appeals.

d) **The procedure for hearing Stage 2 Appeals**

i. Before the hearing:

- The application must clearly set out both the grounds of appeal and all supporting documentation. *This will be the responsibility of the relevant HoD with guidance from the Examinations Officer and Assistant Head (Teaching & Learning).*
- Appellants will be expected to attend the Stage 2 Appeal hearing in person. *Usually 3 people may attend and these will usually be from the relevant department.*

ii. At the hearing:

- The hearing will take the form of a re-examination of the evidence, comments and reports provided to and by the awarding body, and observations presented by the appellant.
- In an appeal concerning an enquiry about results, the test applied by the panel will be whether the awarding body has:
 - used procedures that were consistent with the Code of Practice; and
 - applied its procedures properly and fairly when arriving at a judgement.

iii. After the hearing:

- The decision of the appeals panel will not normally be communicated orally on the day of the hearing. The decision will be sent to the appellant no later than five working days after the hearing. *This will be copied to HoD by the Examinations Office.*

- A draft report of the hearing will be provided to the appellant within 28 calendar days. *This will be copied to HoD by the Examinations Office.*
- The hearing by the appeals panel will complete the awarding body's internal appeals procedures. **No further appeal within the awarding body will be accepted.**

e) **Further avenues of appeal**

- If the appellant remains dissatisfied with the decision of the Stage 2 appeals panel, they may appeal to the Examinations Procedures Review Service (EPRS). *This would require close liaison with the Examinations Officer and Assistant Head (Teaching & Learning).*
- EPRS is an independent body which has been set up to ensure that schools, candidates and parents are satisfied that grades issued by an awarding body are as fair and accurate as they can be.
- Appeals to the EPRS must be made within three weeks of receipt by the appellant of the draft report on the Stage 2 Appeal issued by the awarding body.

f) **Timescales**

- The awarding bodies aim to complete both Stage 1 and then (unless the outcome leads the appellant to withdraw the application) the Stage 2 hearing within 50 working days of the application of the original appeal request.
- The awarding bodies aim to complete all Stage 1 and Stage 2 Appeals arising from the June examination series by 14 February in the following calendar year.

g) **For the full document on appeals procedures go to:**

<https://www.icq.org.uk/Download/exams-office/appeals/icq>

Appendix B – Templates for standard communications

Much will depend on the particular circumstances. As an example, the following drafts relate to a problem with a coursework unit. For a 'normal' written paper an appeal is made for a single candidate or a group of named candidates. These letters will need to be adapted to suit a particular case; please contact the Examinations office for further advice in the first instance.

Draft 1

Dear <Parent designation>

Thank you for your communication expressing concern about <first name>'s result in <subject> unit <number>. This has been passed on to <HoD name>, the Head of <department name>, for consideration.

We, or <s/he>, will contact you when this has been investigated.

Yours sincerely

Elaine Tilke
Examinations Officer

Draft 2

Dear <Parent designation>

The Head of <department name> (<HoD name>) is concerned about the school's results in the <subject> coursework unit <number>. We have therefore asked the examination board <exam board name> to review their moderation of this unit.

This re-moderation process potentially affects the results of all our candidates, and <first name>'s mark of <mark> in this unit could go up, go down, or stay the same. However, <his/her> overall grade <enter grade> in <subject> is protected, and this can only go up, or stay the same. We shall let you know when we have received the outcome of this enquiry.

Our past experience shows that it is very unlikely that re-moderation will result in significant changes to the marks awarded. In the meantime you must assume that <first name>'s current grade stands, although it would be fair, when communicating with universities and so on, to say that <his/her> result is 'grade <enter grade>, subject to an appeal'.

If <his/her> examination certificate arrives before this matter has been settled, we shall retain it in case it needs to be sent back for amendment. However, if you need to have the certificate at any time please let us know. We can then send it to you, on the understanding that you will return it if necessary.

Yours sincerely

Elaine Tilke
Examinations Officer

Draft 3

Dear <Parent designation>

We have now received the outcome of the re-moderation of <subject> coursework unit <number>. I am sorry to say that <first name>'s mark of <mark> (grade <enter grade>) has not changed, and <his/her> overall grade in <subject> remains at grade <enter grade>.

We have carefully studied the examination board's report on the work of our candidates. The result is disappointing, but we are satisfied that <exam board name> has carried out its processes correctly and there is no reason to challenge their academic judgements further. This is the end of the process, and we shall now send you <first name>'s examination certificate.

Yours sincerely

Elaine Tilke
Examinations Officer
