

Liverpool College

Enquiries about Results(EARs) and Appeals Policy



Mission Statement

Liverpool College values the dignity of each individual and promotes the development of character and learning through a commitment to high standards within a caring community.

Core Values

- We recognise** that all pupils have different talents and strive to ensure that every pupil has an equal opportunity to find and develop the talents they do possess*
- We believe** that the development of character, creativity intellect and spirituality, are the primary aims of education.*
- We work** together to create a happy and caring school community which is engaged in our local community and the wider world*
- We pursue** high standards in every area of school life*

This is a whole school policy and applies to the Primary and Secondary Phase, Boarding, Breakfast Club and after school activities.



Approved Date	5 th November 2018
Review Date	1 st October 2019
Principal	 Mr H vM Broekman

Enquiry about Results(EARs) and Appeals Policy

Liverpool College Responsibilities:

All staff will be fully aware of the Enquiry about Results process including the published deadlines.

Candidates are made aware of the arrangements for Enquiries about Results before they sit any examination(s). These arrangements also extend to private candidates.

Senior members of staff will be accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries. Candidates are informed of the periods during which staff will be available so that they may plan accordingly.

Awarding bodies will only accept applications for reviews of marking from Liverpool College and not from candidates or their parents. Liverpool College has a process in place for candidates to appeal the College's decision not to pursue a review of marking.

Candidate Consent

Liverpool College will obtain written candidate consent for clerical checks and reviews of marking, as with these services candidates' marks and subject grades may be lowered. Failure to do so will be considered malpractice.

Candidate consent for clerical checks and reviews of marking will be obtained after the publication of results.

Candidates will be informed that their marks and subject grades may be lowered and must provide their written consent before an application is submitted.

Consent forms or e-mails from candidates will be retained by Liverpool College and kept for at least six months following the outcome of the enquiry about results or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.

An on-line application carries with it confirmation to the awarding body that the candidate's written consent has been obtained. (The submission of a signed application form does likewise.)

Written candidate consent is not required for a review of moderation as candidates' marks may be lowered but their published subject grades will not be lowered in the series concerned*. However, a lowered mark may be carried forward to future certification. For example, if a coursework mark which contributes to an AS award (unitised GCE AS qualification) is lowered as a result of a moderation review, the AS grade will be protected, but the lower mark will contribute to any subsequent A-level award (unitised GCE A-level qualification).

*In light of Ofqual's on-going reforms, note that automatic protection of subject grades following a review of moderation may not apply in future examination series. Once a decision has been reached the JCQ member awarding bodies will inform Liverpool College.

This service will include the following checks:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks.

The outcome of the re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry.

Only Service 1 clerical re-checks can be requested for objective tests (multiple choice tests).

Service 2 (Review of marking)

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. It is not a re-marking of the candidate's script.

The awarding body will have trained its reviewers to conduct reviews of marking accurately and consistently. Reviewers will not re-mark the script.

The service is available for externally assessed components of both unitised and linear specifications.

Submit the application on-line.

Candidate consent is required and will be held on file.

The deadline for completion is within 20 calendar days of the awarding body receiving the request.

This service will include:

the clerical re-checks detailed in Service 1;

a review of marking as described above.

Changes to candidates' results arising from a review of marking cannot lead to a subsequent late request for a review of moderation.

Priority Service 2 (Review of marking)

This is a priority post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. It is not a re-marking of the candidate's script.

The awarding body will have trained its reviewers to conduct reviews of marking accurately and consistently. Reviewers will not re-mark the script.

The service is available for externally assessed components of both unitised and linear GCE specifications. It is only available if a GCE A-level candidate's place in higher education is dependent on the outcome.

Any applications not meeting this criteria will be treated as normal Service 2 requests.

Submit the application on-line.

Candidate consent is required

The deadline for completion is within 15 calendar days of the awarding body receiving the request.

Service 3 (Review of moderation)

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. It is not a re-moderation of candidates' work.

The awarding body will have trained its reviewers to conduct reviews of moderation accurately and consistently.

Please note that if Liverpool College's internally assessed marks (controlled assessment, coursework or non-examination assessment) have been accepted without change by an awarding body, this service will not be available.

Submit the application on-line.

Candidate consent is **not** required

The deadline for completion is within 35 calendar days of the moderator receiving the original sample of work from Liverpool College.

The review of moderation will be undertaken on the original sample of candidates' work.

A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample.

A review of moderation cannot be undertaken where a controlled assessment mark has been transferred to a subsequent series

The original sample of work will be ready for despatch and Liverpool College will be provided with the details of a moderator to whom the work should be sent. Centre assessed work will not be sent at the time of submitting the application.

Work submitted for a review of moderation will:

be despatched to the moderator within three working days – failure to meet this undertaking may delay the outcome of the review or result in the review being cancelled;

be the original work submitted for moderation;

have been kept under secure conditions and not returned to the candidates.

This service cannot be undertaken on ephemeral material unless suitable evidence (such as the video taping of theatrical performances) can be provided. There may be a need to retain a copy of the work, if a candidate intends to re-submit work at the next assessment opportunity.

Changes to candidates' results arising from a review of moderation cannot lead to a subsequent late request for a review of marking of a written examination component.

Submission of requests

Liverpool College will submit requests on-line via the awarding bodies' extranet sites.

The published EAR services are the only mechanism by which concerns about results will be addressed.

Letters of concern cannot be accepted as applications for EAR services.

All requests must be submitted (and thus supported by Liverpool College) either by the head of centre or an authorised member of staff. Awarding bodies will not accept applications submitted by any other individuals, e.g. by candidates or by parents.

Liverpool College has in place a published formal appeals procedure for use in cases where candidates or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure is widely available. Liverpool College will draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, Liverpool College should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over enquiries about results with Liverpool College.

Candidates must provide their written consent for clerical checks and reviews of marking after the publication of results.

Applications for unitised subjects will be made within the enquiry period immediately following the publication of results for the unit. Applications cannot be made retrospectively for previous series.

Awarding bodies may not cancel an enquiry after submission.

Acknowledgement

All applications will be acknowledged within 7 working days.

If an acknowledgement is not received within this period, Liverpool College will presume that the application has not been received and will contact the awarding body immediately.

Liverpool College will also regularly check the progress of the application.

If contact is not made until after the deadline for submission of enquiries about results, the awarding body is not obliged to proceed with the application on-line.

Outcome of enquiries

The outcome of each enquiry will be confirmed by the respective awarding body.

The awarding body will provide a reason for the decision of a review of marking. If the mark has changed the reason will either be that an administrative error has occurred or there was a marking error. A marking error

would occur where an examiner has not correctly applied the mark scheme or any other relevant procedure, i.e.

- if the 'right' mark was not given in a task where there is a 'right' or 'wrong' mark;
- if there has been an unreasonable exercise of academic judgement†.

If there is a disparity of two qualification grades or more between the original marker and the reviewer, the awarding body will automatically provide Liverpool College with specific details.

Liverpool College will be issued with a report providing feedback on the review of moderation. If centre-marks are reinstated, feedback will not be provided.

Where a grade changes and a certificate has previously been issued, once Liverpool College has returned the original certificate to the awarding body a replacement will be issued showing the revised grade.

UCAS will be advised of any changes to GCE qualification grades.

Where there has been a reduction in marks or a downgrade, the request cannot be revoked and the original mark or grade cannot be reinstated.

†An academic judgement is what is involved when marking and grading assessments. It is possible for different examiners reasonably to reach different judgements. Unreasonableness in academic judgement occurs where the mark given is one that no reasonable examiner could properly have awarded.

If Liverpool College is concerned about the marking of a cohort

If Liverpool College has concerns about one of its component/subject cohorts, then it will submit requests for reviews of marking for all candidates they believe to be affected. This will enable the awarding body to take a holistic view of the quality of marking and allow them to take any corrective action which may be required in a timely fashion.

Liverpool College will obtain written candidate consent for reviews of marking after the publication of results, as with these services, candidates' marks and subject grades may be lowered.

Candidates will be informed of this possible outcome and provide their written consent before an application is submitted. This is displayed on the EAR Form.

Consent forms or e-mails from candidates will be retained by Liverpool College and kept for at least six months following the outcome of the review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.

An on-line application carries with it confirmation to the awarding body that the candidate's written consent has been obtained. The submission of a signed application form does likewise.

Liverpool College is aware that an awarding body is obliged to take further investigative action if there is evidence to support this.

Where an awarding body takes further investigative action candidates' marks and subject grades are not automatically protected. Candidates' marks and subject grades may therefore be lowered, confirmed or raised.

Where an awarding body takes further investigative action, Liverpool College will not be charged a fee.

Uniform Mark Scale (UMS) Marks – unitised GCE and GCSE specifications

An explanation of how uniform marks are calculated may be found on awarding body websites. However, the following points may be helpful.

Raw marks are the marks that are recorded on scripts by examiners – the maximum raw mark differs according to the unit/component.

Candidates' results in unitised subjects are reported as uniform marks – these are fixed for all units/components with equal weighting.

Uniform marks are calculated from raw marks.

There will not necessarily be an obvious direct relationship between raw and uniform marks.

Small variations in raw marks may lead to larger UMS differences.

Awarding bodies will monitor the outcome of reviews of marking in terms of raw marks and not uniform marks.

Candidate malpractice

If candidate malpractice is discovered during a review of marking or a review of moderation, the script/controlled assessment/coursework/non-examination assessment will be processed in accordance with the JCQ document Suspected Malpractice in Examinations and Assessments – Policies and Procedures. Candidates may lose some or all of their marks, consequently affecting grades awarded.

Appeals

The appeals process is available to Liverpool College if we remain dissatisfied after receiving the outcome of an enquiry about results.

Appeals can only be submitted after the outcome of an enquiry about results has been reported to Liverpool College.

An appeal against a moderation decision cannot be made on behalf of an individual candidate.

Only the head of centre can submit an appeal to the relevant awarding body.

Appeals must be made in writing and clearly state the grounds for appeal.

Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld.

Liverpool College has in place a published formal appeals procedure on the website for use in cases where the College, candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure is widely available.

In deciding whether to support an appeal, Liverpool College will take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views.

Awarding bodies can only enter into discussions over appeals with Liverpool College.

Access to Scripts

Access to Scripts (ATS)

Liverpool College may request:

copies of scripts to support reviews of marking.

copies of scripts to support teaching and learning.

Liverpool College will submit requests on-line via the awarding bodies' extranet sites.

Liverpool College staff will be fully aware of the guidelines controlling these arrangements. Liverpool College will make candidates aware of the arrangements for access to scripts before candidates sit any examination(s) to which these arrangements apply.

Arrangements for access to marked examination scripts

Awarding bodies will provide Liverpool College and its candidates with access to marked scripts for the following examinations:

- GCE AS and A-level
- GCSE

A 'script' refers to the written work of a candidate which has resulted from an externally assessed component. Arrangements for Access to Scripts do not apply to internally assessed components, orals or audio/video tapes.

Conditions of Access to Scripts (ATS) service

Awarding bodies will only release copies of scripts to Liverpool College under the following conditions:

A candidate has the right to instruct Liverpool College not to request their script(s). Prior written permission must therefore be obtained from any candidate where Liverpool College intends to request his/her script(s).

This permission must be sought only after the candidates have received their results for the respective examination series. Candidates who grant their permission have the right to anonymity of their scripts before use.

Written consent from the candidate is also acceptable by e-mail.

Scripts must only be seen by teachers who are members of staff.

Copies of scripts to support reviews of marking

Liverpool College will submit applications on-line via the awarding bodies' extranet sites.

Requests received after the deadline will not be accepted.

If Liverpool College requires a copy of the script which has been subject to either a clerical re-check or a review of marking should refer to the relevant awarding body's website for further information.

Copies of scripts to support teaching and learning

Liverpool College will submit applications on-line via the awarding bodies' extranet sites.

Requests must be submitted to awarding bodies no later than the published deadline.

Requests received after the deadline will not be accepted.

Mark schemes

A copy of the relevant mark scheme will be made available, normally via an awarding body's website after the publication of results.

Disposal of scripts

Where teachers have used copies of candidates' scripts for teaching and learning purposes but no longer wish to retain them, they will ensure that the scripts are disposed of in a confidential manner.

Awarding bodies will destroy all scripts remaining after those required for access to scripts, reviews of marking, appeals and research purposes have been extracted. Scripts will be disposed of in a confidential manner.

Related Policies

TL10a – the Examination Policy

TL10b – Examination Contingency

TL10c- Electronic Assessments

TL10e – Non Examinations Assessment Policy

EO01- Equal Opportunities

TL06a - SEND Policy