

ST. IGNATIUS COMPLAINTS POLICY REGARDING EXAMINATIONS

2016 - 2017

St. Ignatius Catholic School strives to ensure that all students writing external examinations do so in conditions which comply with standards set by the Cambridge International Examinations board, and the Welsh Secondary Education Centre. We are inspected by representatives from these boards to ensure that we adhere to these standards. However, if a parent/learner wishes to submit a complaint, the following procedure will be followed, according to the type of complaint:

Complaint Against a Result:

- A parent/guardian must complete an Enquiry on Results form (Appendix A and B-fees will vary each year) which is submitted to the relevant board by the Examinations Officer. This form outlines the possible services available along with their respective costs, as well as the deadline for submission. By signing the form, the parent/guardian confirms that they are aware that the Enquiry on Result may result in a lower grade.
- The board will acknowledge the receipt of the enquiry within 2 working days.
- Depending on the service required, the boards endeavor to respond to the enquiry within 10 working days.
- The board sends an "Outcome about Enquiries on Results" letter to the school, which is forwarded to the parent/guardian. A copy is also kept on record at the school.
- Any parent/guardian wishing to APPEAL the result of the Enquiry, will be required to follow the procedures as set out by the Appeals sections in the CIE and WJEC handbooks (Appendix C and D).

Complaint Against the Administration of the Examinations

- Complaints regarding the carrying out, or the administration of examinations and results must be submitted in writing to Head of Secondary School by a parent or guardian of a candidate writing the external examinations. This submission will be acknowledged in writing within 2 working days.

- The Head of Secondary School will endeavor to assess the complaint within 10 working days. However, some complaints may require a longer investigation period, up to 20 working days. A letter detailing the outcome of the decision regarding the complaint will be sent to the parent/guardian, and a copy will be kept on record.
- A parent/guardian wishing to APPEAL the decision may ask for the complaint to be escalated to the Head of School (Father Suresh). This is the final step to the complaints procedure and the response will therefore be final.

Complaint Against an Aspect of an Assessment

Any complaint regarding an aspect of one of the assessments must be made through the Centre and not directly to the boards, as it outlined in the following policy:

- If you are concerned about an aspect of one of our assessments your teacher or school leadership is in the best position to guide you. If they feel they need to formally raise your concerns with us, they can do so on behalf of any students at your school. Whilst Cambridge understands that some learners and parents may be disappointed by this, it is vital that this process is followed to ensure concerns can be properly and fully addressed. We take the integrity of our qualifications very seriously and review all feedback we receive about our assessments. Where an issue is identified with an examination or other assessments that we have set, we work with our examiners to ensure that no students are unfairly advantaged or disadvantaged. We do this by careful and structured review of students' responses during the marking and in subsequent Enquiries about Results, if your school requests them, and by setting grade boundaries that make sure candidates are fairly rewarded for individual candidates' performance. This makes it very difficult to respond to you within a reasonable timeframe as we cannot comment on concerns until all of the work has been marked and results have been released, nor can we respond fully without the input of the school.
- When learners or parents contact us we cannot share specific information about results because we do not hold enough information to verify your identity. This means that if you are unhappy with your results or feel that they are incorrect, your teacher is in the best position to help you. They will be able to clearly explain the options available and can contact us on your behalf if necessary. Please be aware that concerns about results will only be considered when they are submitted as an Enquiry About Results request through the formal process that our schools can access.

Appendix A

ENQUIRIES ABOUT RESULTS - CIE

This form must be completed and signed by a parent/guardian who wishes to make an enquiry about a June 2016 examination result. Please note **it is extremely rare for the boards to change a grade, and that it is possible that the enquiry will result in a LOWER grade which will become the official grade. By signing this form, you are confirming that you accept this risk.**

Please tick the desired type of enquiry you would like to make:

<u>Service</u>	<u>per component</u> (ex. Paper 2)	<u>IGCSE</u>	<u>AS/A Level</u>
<input type="checkbox"/> A full clerical re-check.		£14.90	£17.10
<input type="checkbox"/> A full clerical re-check with a copy of the script		£32.60	£33.10
<input type="checkbox"/> A review of the marking including a full clerical re-check.		£ 34.75	£ 41.40
<input type="checkbox"/> A review of the marking including a full clerical re-check with a copy of the script.		£52.40	£ 59.50

By signing this document, the parent/guardian agrees to pay the required fee. Please **DO NOT** include payment now. The school will bill your account once an invoice is received from CIE.

NAME OF STUDENT: _____

RESULT TO BE CHECKED: Syllabus title: _____

Paper(s) to be re-marked: _____

NAME OF PARENT/GUARDIAN: _____

SIGNATURE: _____

**PLEASE RETURN THIS FORM TO MISS CHENIER NO LATER THAN
SEPTEMBER 5th 2016.**

Appendix B

ENQUIRIES ABOUT RESULTS - WJEC

This form must be completed and signed by a parent/guardian who wishes to make an enquiry about a June 2016 examination result. Please note **it is extremely rare for the boards to change a grade, and that it is possible that the enquiry will result in a LOWER grade which will become the official grade. By signing this form you are confirming that you accept this risk.**

Please tick the desired type of enquiry you would like to make:

<u>Service</u>	<u>per component</u> (ex. G2)	<u>GCSE and GCE</u>
<input type="checkbox"/> A full clerical re-check.		£10.00
<input type="checkbox"/> A full clerical re-check with a copy of the script		£22.00
<input type="checkbox"/> A review of the marking including a full clerical re-check.		£ 35.00
<input type="checkbox"/> A review of the marking including a full clerical re-check with a copy of the script.		£ 47.00

By signing this document, the parent/guardian agrees to pay the required fee. Please **DO NOT** include payment now. The school will bill your account once an invoice is received from CIE.

NAME OF STUDENT: _____

RESULT TO BE CHECKED:

Syllabus and component title: _____

Grade: _____

NAME OF PARENT/GUARDIAN: _____

SIGNATURE: _____

**PLEASE RETURN THIS FORM TO MISS CHENIER NO LATER THAN
SEPTEMBER 5th 2016.**

1 Introduction

1.1 Purpose

This guidance sets out the procedures for appealing against decisions made by Cambridge International Examinations (referred to as 'Cambridge') in relation to its general qualifications (where certificates are issued). This includes Cambridge IGCSE, Cambridge International AS & A Level, Cambridge O Level and Cambridge Pre-U qualifications.

This guidance is for Cambridge Centres and Cambridge Associates. Cambridge Associates are responsible for submitting appeals on behalf of their Associate Centres. Private candidates may only make an appeal through the Cambridge Centre or Cambridge Associate with which they are registered.

1.2 Scope

Cambridge accepts appeals in relation to five kinds of decisions:

- 1 Outcomes of enquiries about results (see section 2 of this guidance)
- 2 Malpractice decisions (see section 3 of this guidance)
- 3 Access arrangement decisions (see section 4 of this guidance)
- 4 Special consideration decisions (see section 4 of this guidance)
- 5 Late arrival decisions (see section 4 of this guidance)

These matters can only be addressed through the appeals process. They cannot be handled through any other process, including our complaints process.

For concerns relating to other matters, contact Customer Services (info@cie.org.uk).

In this guidance, where it says malpractice, this should be read to include maladministration.

1.3 About the appeals process

Centres can make appeals under the five circumstances described in section 1.2 as part of the services we provide. These appeals are not a judicial or quasi-judicial proceeding.

1.4 Further information

You can find more information in this handbook about:

- access arrangements (section 1.3 of the handbook)
- late arrivals (section 5.1.9 of this handbook)

- special consideration (section 5.5 of this handbook)
- malpractice and maladministration (section 5.6 of this handbook)
- results and enquiries about results (sections 6.1 and 6.2 of this handbook).

Cambridge processes may differ from those of other exam boards. Read this material carefully to ensure that you make your appeal correctly.

If you have any questions contact us at info@cie.org.uk or on +44 1223 553554.

Administrative forms



Forms available from the 'Support Materials' section of CIE Direct:

- Application for an Appeal: Access Arrangements, Malpractice, Special Consideration and Late Arrivals: Appeals – Form 1
- Application for an Appeal Following an Enquiry About Results: Appeals – Form 2

2 Appeals against the outcome of enquiries about results

If you have an enquiry about results outcome and wish to appeal, you must follow the procedures outlined in this section. A two-stage appeals process is available.

If you do not follow these procedures, you may lose your opportunity to make an appeal.

The appeals process is not recourse to another opinion about the candidate's or candidates' work. It is a way to challenge Cambridge if you believe we have not followed our procedures.

2.1 Making a Stage 1 appeal against the outcome of an enquiry about results

2.1.1 Who may make a Stage 1 appeal

All appeals must be made by the Centre or by the Cambridge Associate the candidate was registered with; we do not accept appeals directly from parents/guardians or candidates.

Stage 1 appeals must be made in writing by the Centre and signed and supported by the Head of Centre.

You may only submit a Stage 1 appeal on behalf of candidates who have already received an enquiry about results outcome. You may not make an appeal on behalf of a candidate who has received a copy of a script without receiving the outcome of an enquiry about results.

Example 1: You have submitted enquiries about results requests for two candidates, one of whom has already received an outcome. You may appeal on behalf of the candidate who has already received their outcome. You must wait until the second candidate has received their outcome to make a Stage 1 appeal. If you do not have the outcome for the second candidate by the appeal deadline and you wish to submit an appeal for the first candidate, you will need to submit two separate appeals in order to meet the deadline for each candidate.

Example 2: Your Centre has submitted enquiries about results on behalf of some, but not all, of the candidates entered for a particular syllabus component. You can only appeal against the outcomes of those candidates for whom you have made enquiries about results; you may not include the other candidates. Unless a Centre's entire cohort has been the subject of an enquiry about results, you may not make an appeal on behalf of the entire cohort, but only on behalf of those candidates for whom you submitted the enquiries about results requests.

2.1.2 How to make a Stage 1 appeal

To make a Stage 1 appeal you must show you have grounds for appeal. The grounds that we will consider are that either:

- 1 We did not use procedures which were consistent with our *Code of Practice*; or,
- 2 We did not apply our internal procedures properly and fairly in arriving at our judgements.

We will not consider other reasons. For example, the following are not sufficient on their own:

- 1 Disagreement with marking or moderation judgements made by markers and examiners, either originally or as part of an enquiry about results.
- 2 Disagreement with our judgements on thresholds at either a component or syllabus level.
- 3 Differences between candidates' results and their results in other assessments.

To make a Stage 1 appeal, complete *Appeals – Form 2* fully and accurately. The form is available from the 'Support Materials' section of [CIE Direct](#). You must fully explain the grounds for the appeal, otherwise it will be rejected.

Submit the form through [CIE Direct](#) within the time frame in section 2.1.3 of this guidance. If you are unable to submit the form through [CIE Direct](#) you may email it to info@cie.org.uk with 'Stage 1 Appeal – EAR' in the subject line, within the time frame in section 2.1.3 of this guidance. Once you have submitted an appeal, all communication relating to the case must be in writing. We will not communicate with candidates or parents/guardians involved in the appeal.

2.1.3 When to make a Stage 1 appeal

You must make your Stage 1 appeal by submitting *Appeals – Form 2* within 28 days of the date when the outcome letter was uploaded to [CIE Direct](#). If the enquiry about results included a request for a copy of the script, the appeal must be submitted within 28 days of the date when the outcome letter was uploaded to [CIE Direct](#) or the date when the copy of the script was uploaded – whichever is later. We are unable to accept late appeal submissions.

You can make a Stage 1 appeal on behalf of multiple candidates, provided it is consistent with the requirements in section 2.1.1 of this guidance, and provided that the appeals concern the same syllabus and component for all candidates. The appeal must be within the 28-day deadline for each candidate. Therefore you do not need to submit appeals on behalf of all candidates at one time.

Example 1: You receive the outcome of an enquiry about results for one candidate, which is uploaded to [CIE Direct](#) on 1 January. You have until 29 January to make your Stage 1 appeal following the instructions in section 2.1.2 of this guidance.

Example 2: You have submitted enquiries about results, with return of copies of scripts, on behalf of five candidates for the same syllabus and component. The copies of the scripts are uploaded on 1, 2, 3, 4 and 5 January respectively. If you wish to submit a Stage 1 appeal on behalf of all five candidates in a single group, you would need to submit the appeal by 29 January – the deadline for the earliest outcome received. If you choose to submit the appeals separately, you must keep within the 28-day limit for each separate appeal.

Example 3: You have submitted enquiries about results, at different times, on behalf of five candidates for the same syllabus and component. The first outcome letter is uploaded on 1 January. By 29 January, only three of the outcome letters have been uploaded. If you wish to submit a Stage 1 appeal on behalf of the candidates, you would need to submit the appeal on behalf of the first three candidates by 29 January, the deadline for the earliest outcome received. You may then decide whether or not to submit appeals on behalf of the other two candidates separately.

2.1.4 Stage 1 appeal consideration

We will email you to acknowledge your appeal within three working days of receiving it. If you have not received an email within that time, please contact us to check we have received your appeal.

A senior member of Cambridge staff will review your appeal request and any relevant documentary evidence, and will consider whether we:

- 1 Used procedures which were consistent with our *Code of Practice*; and
- 2 Applied our internal procedures properly and fairly in arriving at our judgements.

We will notify you in writing within 21 days of receiving the appeal whether it was fully successful, partly successful or unsuccessful.

You must inform candidates and parents/guardians of the outcome of the appeal as soon as it is received.

2.2 Making a Stage 2 appeal against the outcome of enquiries about results

If the appeal is not fully successful at Stage 1, you may choose to proceed to Stage 2.

2.2.1 Who may make a Stage 2 appeal

Any Centre may make a Stage 2 appeal on behalf of one of its candidates, provided the candidate has received an enquiry about results outcome and a Stage 1 appeal outcome. All appeals must be made by the Centre or Cambridge Associate the candidate was registered with; we do not accept appeals directly from parents/guardians or candidates.

Stage 2 appeals must be made in writing by the Centre. Your Stage 2 appeal must be signed and supported by the Head of Centre.

Example: You made a Stage 1 appeal against the outcome of an enquiry about results for candidate A and have received an outcome. Candidate B had an enquiry about results outcome, but you did not make a Stage 1 appeal on their behalf. You may make a Stage 2 appeal on behalf of candidate A but not candidate B.

2.2.2 How to make a Stage 2 appeal

To make a Stage 2 appeal, complete *Appeals – Form 2* fully and accurately. The form is available from the 'Support Materials' section of *CE Direct*. The grounds for appeal are the same as for Stage 1. Appeals that do not relate to these grounds will be rejected.

In your request you must include all your arguments and any evidence you wish to provide. You may submit evidence not submitted at Stage 1. For further information regarding the Stage 2 appeal process see section 5 of this guidance.

Email *Appeals – Form 2* to info@cie.org.uk with 'Stage 2 Appeal' in the subject line and send a copy to CIEStage2Appeals@cie.org.uk within the time frame specified in section 2.2.3 of this guidance.

2.2.3 When to make a Stage 2 appeal

You must make your Stage 2 appeal within 14 days of the date of the Stage 1 outcome letter. We are unable to accept late submissions.

You can make a Stage 2 appeal on behalf of multiple candidates provided it meets the requirements in sections 2.2.1 and 2.2.2 of this guidance. You must do so within 14 days of the date of each Stage 1 appeal outcome letter.

Example 1: You receive the outcome of a Stage 1 appeal, which is dated 1 January, for one candidate. You have until 15 January to make your Stage 2 appeal.

Example 2: You requested Stage 1 appeals on behalf of two groups of candidates for the same syllabus and component. The Stage 1 outcome letters are dated 1 January and 5 January. If you wish to submit a Stage 2 appeal on behalf of both groups together, you would need to submit the appeal by 15 January, the deadline for the earliest outcome received.

2.3 Fees

We charge a fee for each Stage 1 and each Stage 2 appeal. The charge is per appeal, not per candidate. See the fees list in the 'My Messages' section of *CE Direct* for details.

Appendix D

WJEC/JCQ Appeals against the outcomes of enquiries about results

Introduction

7. If a head of centre or private candidate is dissatisfied with examination results and has reasons to suspect they may not be accurate, the first step is to make an enquiry about results. Full details of enquiries about results services are given in the JCQ publication *Post-Results Services – Information and guidance to centres* - <http://www.jcq.org.uk/exams-office/post-results-services>
8. If a head of centre or private candidate is dissatisfied with examination results following **the outcome of the enquiry about results process**, the head of centre or private candidate should refer initially to the regulator's *Code of Practice* and the JCQ publication *Post Results Services – Information and guidance to centres*. If after consulting these documents, the centre or private candidate **is convinced that the awarding body has not followed due procedures**, it is possible to submit an appeal in line with the procedures set out here.
9. If an application for an appeal is accepted, an investigation into candidates' or centre's results, and the awarding body's procedures, will follow. An appeal investigation does not generally involve a further review of candidates' work.
10. **If an original hard copy script has been returned to the centre under the Access to Scripts service, it cannot form part of an enquiry about results or a subsequent appeal.**

Who can appeal?

11. Appeals can only be submitted by:
 - a **head of centre** on behalf of a candidate or a group of candidates;
 - a **private candidate** (that is, a candidate who pursues a course of study independently but makes an entry and takes an examination at an approved examination centre).
12. **Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.**

How to appeal

13. The head of a centre or a private candidate should submit a written request for a Stage 1 Appeal to the relevant awarding body. A list of the awarding bodies' addresses is provided in **Appendix A, page 18**. There is also a form (JCQ/App1) that may be used (**see page 15**).
14. **Appeals must be made within two calendar weeks of receiving the outcome of the enquiry about results.** This time scale is determined by the regulators and does not make allowance for the time the centre may be closed for holidays.
15. The head of centre or private candidate **must** set out clearly the grounds for the appeal. The appeal **must** specify which procedures have not been properly and fairly applied.

16. The *Code of Practice* issued by the three regulators (Ofqual, Qualifications Wales and CCEA) states that appeals should focus on whether an awarding body has:
 - used procedures that were consistent with the *Code of Practice* ;
 - applied its procedures properly and fairly in arriving at judgements.
17. When an application for an appeal is received, an awarding body will have various mechanisms for deciding whether it will be accepted or not. An awarding body may refer the application to a committee or sub-committee. Alternatively, an officer in an awarding body may make the decision.
18. The decision whether or not to accept the application for an appeal is based on:
 - the grounds for the appeal put forward by the centre or private candidate;
 - whether an enquiry about results has been completed;
 - the timescale of the application.

If an application for an appeal is not accepted, the reason(s) for this will be given.

What happens during Stage 1 of the Appeal Process?

19. Stage 1 of the Appeals Process involves a preliminary investigation 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.
20. 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 candidates' work since this is the responsibility of senior examiners and moderators.
21. An appeal investigation does not generally involve a further review of the candidates' work. However, such action may be authorised following the Stage 1 or Stage 2 Appeal.
22. After the investigation the appeal will either be rejected (disallowed) or upheld (allowed). If the appeal is upheld (allowed) any necessary further work on the candidates' scripts or results will be undertaken. Any such work will always be carried out in full compliance with the *Code of Practice* and inter-board JCQ agreed procedures.
23. A report on the Stage 1 Appeal investigation detailing the awarding body's decision will be sent to the head of centre or private candidate.
24. All Stage 1 Appeals will be dealt with as quickly and thoroughly as is possible.

Stage 2 Appeals

25. If the head of centre or private candidate remains dissatisfied with the outcome of the Stage 1 Appeal, a written request (using the form, JCQ/App1) for a Stage 2 Appeal should be sent to the relevant awarding body. **(Contact details are provided in Appendix A, page 18.)**
26. **A request for a Stage 2 Appeal must be made within two calendar weeks of receipt of the Stage 1 Appeal outcome letter.**
27. The Stage 2 Appeals process is designed to ensure that the head of centre or private candidate has a formal opportunity to present their case to an impartial body appointed in accordance with the *Code of Practice*. The head of centre may wish to delegate this to a member of the centre's staff.
28. For a Stage 2 Appeals hearing, an awarding body typically convenes a panel of three or four people. They will be drawn from a larger pool of individuals who are not directly employed by the awarding body and who have been trained in the task of deciding appeals.

Each member will be asked to confirm at the start of the appeal hearing that they have not had a previous connection with, or any personal interest in the case.

At least one of the panel members will be an 'independent member' as defined by the *Code of Practice*. (Independent members are individuals who have had no employment or other responsibilities with that awarding body for at least the previous five years.)

The independent member(s) will make themselves known at the beginning of the appeal hearing.

The Chair will indicate that it is the role of all Panel Members to ensure that the hearing is conducted in accordance with the procedures detailed in this document.

The procedure for hearing Stage 2 Appeals:

Before the hearing

29. The appellant (that is, the head of centre or private candidate) will have lodged a Stage 2 Appeal application within two calendar weeks of being notified of the outcome of the Stage 1 Appeal review.
30. **The application must clearly set out both the grounds of appeal and all supporting documentation. It is important that all relevant documentation is included at this point, as there will be limited opportunities to submit additional information later on in the process. The awarding bodies reserve the right to produce material in rebuttal of any appeal application.**
31. Appellants will be expected to attend the Stage 2 Appeal hearing in person.
32. If when notified of the date set for the appeal panel hearing, the appellant does not attend, the hearing may proceed in their absence.
33. The appellant may call any representatives relevant to the case but names and addresses of all representatives **must** be provided to the awarding body **no later than 14 days before the date of the hearing**. It would not generally be expected that the centre's representatives would exceed three in number.
34. The awarding bodies may also call any representatives relevant to the case. It would not be expected that awarding body representatives would exceed three in number.
35. Candidates and/or their parents/carers will not be called as representatives but may attend as observers with the prior permission of the Chair of the panel. Observers are not entitled to present cases or to engage in questioning any parties at the hearing, but they may make statements at the discretion of the Chair of the panel.
36. An awarding body's Chief Executive has the right to attend any appeal in the capacity either as a representative or as an observer.
37. Other observers may attend hearings with the approval of the Chair.
38. Legal representation is not normally permitted at Stage 2 Appeal hearings, as a Stage 2 Appeal hearing is not a legal function.
39. If the appellant wishes to be legally represented, this **must** be discussed with the relevant awarding body before a hearing date is finalised. In the event that legal representation for the appellant is agreed, the awarding body reserves the right to also be legally represented.
40. Private candidates appearing in person may be accompanied by a relative or friend.
41. A copy of all materials (correspondence/documents/reports etc) relating to the appeal will be forwarded to the appeals panel members and the appellant no later than seven calendar days prior to the hearing. It will not normally be possible for additional materials to be tabled on the day of the hearing. The decision whether to allow any additional materials to be tabled will be made by the Chair, **with the consent of the other party**.
42. Where any material is considered by the awarding body to be of a confidential nature, the awarding body may make such material available to the appeal hearing under such conditions as are necessary to protect the confidentiality of the material. The awarding body will ensure compliance with any relevant provisions of the Data Protection Act.

At the hearing

43. 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.
44. **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.

In an appeal related to malpractice, (which includes maladministration) the panel will consider, on the balance of probabilities, whether there was sufficient evidence to support the finding of malpractice and how appropriate the original penalty or sanction was in light of the JCQ guidelines, awarding body precedents and any additional information provided by the appellant or awarding body.

In an appeal focusing on access arrangements or special consideration, the panel will consider whether the awarding body's actions were consistent with the published procedures and were fair.

45. The normal procedure to be followed during appeals hearings is outlined below:
- 45.1 A member of the panel will Chair the hearing.
- 45.2 The awarding body will be responsible for ensuring that a record of the proceedings is kept.
- 45.3 The Chair will undertake introductions, outline the procedures to be followed and if appropriate, provide a summary of the case.
- 45.4 The Chair may, at his/her discretion, accept written evidence from a third party unable or unwilling to attend the hearing (**see paragraph 41, page 5**).
- 45.5 The Chair will invite the appellant to present their case to the panel.
- 45.6 The Chair will then offer the representative(s) of the awarding body the opportunity to question the appellant.
- 45.7 The Chair and the panel members will then have the opportunity to question the appellant.
- 45.8 The Chair will then invite the representative(s) of the awarding body to present their case to the panel.
- 45.9 The Chair will offer the appellant the opportunity to question the representative(s) of the awarding body.
- 45.10 The Chair and the panel members will then have the opportunity to question the representative(s) of the awarding body.
- 45.11 The Chair will offer the representative(s) of the awarding body an opportunity to sum up their case, if they wish to do so.
- 45.12 The Chair will then offer the appellant an opportunity to sum up their case, if they wish to do so.

- 45.13 The Chair will then invite the appellant and their representative(s) and the awarding body representative(s) to withdraw, but to remain in readiness for a brief time whilst the panel determines whether they wish to ask any further questions of either the appellant or the awarding body representative(s).
- 45.14 If the panel determines that they do wish to ask further questions, both the appellant and their representative(s) and the awarding body representative(s) will be asked to return to the hearing.
- 45.15 At the conclusion of all questions, the Chair will inform the appellant, and their representative(s), and the awarding body representative(s) that the hearing is complete and they may leave.
46. The panel will deliberate in private. In reaching its decision, the appeals panel will apply, as appropriate, the tests set out in **paragraph 44, page 6**. Where the appeal relates to the awarding body's procedures, the appeals panel will also consider whether any remedial action subsequently taken by the awarding body was sufficient to rectify the matter.

The appeals panel may decide to uphold the appeal or to reject it. If the appeal is upheld, the panel may:

- refer the matter back to the appropriate awarding body officer for further consideration on such basis as the panel may direct; or
- direct the awarding body to carry out further work;
- in a Malpractice appeal confirm or amend the sanction.

After the hearing

47. Irrespective of whether or not the appeal is upheld, the panel may make recommendations to the awarding body on issues/concerns that emerged during the appeal hearing.
48. **Any further work will be carried out in full compliance with the *Code of Practice* and *JCQ* agreed procedures.**
49. The decision of the appeals panel will not normally be communicated to the appellant or to the awarding body representatives orally on the day of the hearing. The decision will be sent to the appellant and to the awarding body representative(s) no later than five working days after the hearing.
50. A draft report of the hearing will be provided to the appellant and to the awarding body representative(s) within 28 calendar days.
51. The appellant and the awarding body representatives will be offered the opportunity to correct errors of fact made in the report. The decision whether or not to accept amendments suggested by the appellant or by the awarding body representative(s) will be at the sole discretion of the Chair of the appeals panel.
52. **The hearing by the appeals panel will complete the awarding body's internal appeals procedures. No further appeal will be accepted by the awarding body.**

Further avenues of appeal

53. **For centres or private candidates in England**, where dissatisfaction remains with the decision of the Stage 2 appeals panel, an appeal may be made to the Examination Procedures Review Service (EPRS). The Examination Procedures Review Service is provided by Ofqual and has been set up to ensure that schools and colleges, and also candidates and parents, are satisfied that grades issued by an awarding body are as fair and accurate as they can be.
54. **Appeals to the EPRS should be addressed to:**
EPRS, Ofqual, Spring Place, Coventry Business Park, Herald Avenue, Coventry, CV5 6UB. Telephone 0300 303 3346 / e-mail ep^rs@ofqual.gov.uk
55. **Appeals to the regulators 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.**

For centres or private candidates in Wales and Northern Ireland, the relevant qualification regulator's website should be consulted.

Timescales

56. 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 (reference *Code of Practice* May 2011 paragraph 9.17).
**Any working days falling between 25 December and 1 January inclusive will be excluded from the allowed 50 working days.*
57. **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 and on any examinations taken in other series to a comparable schedule.**