

JCQ EXAM COMPLAINTS AND APPEALS POLICY AND PROCEDURE

1. Introduction

- 1.1. This procedure confirms Bishop Burton and Riseholme college compliance with JCQ's General Regulations for Approved Centres 2020-2021 (section 5.8) that the centre will draw to the attention of Learners and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification. The College has determined grades in accordance with the JCQ guidance and has submitted these grades to the relevant awarding organisation by the required deadline.
- 1.2. To support your understanding, please refer to the Learner guide to awarding: summer 2021 <https://www.gov.uk/government/publications/Learner-guide-to-awarding-summer-2021> which tells you how you will get your qualifications in summer 2021 and where you can get more information.

2. Results

Published exam results day as follows:

- Tuesday 10th August 2021 for Level 3 and Level 4
- Thursday 12th August 2021 for Entry Level and Level 1 and Level 2

3. Arrangements for results day's

- Results will be emailed to learners via their college email account, between the hours of 8.30 am – 11 am.
- Queries, regarding receiving your results, please email the exams team, at Exams.Office@bishopburton.ac.uk

4. Concerns about your results

- When you receive your results, if you think that a grade is wrong, your first step should be to email the exam teams at Exams.Office@bishopburton.ac.uk for advice.
- You can appeal for any of the following reasons:
- There was an error in the way the school or college followed or applied its procedure for determining your teacher assessed grade. The school or college did not make a reasonable judgement when deciding which evidence to use to determine your teacher assessed grade. The college did not make a reasonable judgement about your grade based on the evidence gathered

- Further details of the arrangements for appeals are provided below.

5. The arrangements for appeals

Section 5.4 of JCQ Appeals Guidance Summer 2021 (A guide to appeals processes – Summer 2021) states:

To decide whether to request a review, Learners will need access to certain information before results day, or on results day, if it has not already been made available to them. This must include:

- the centre policy for Determining Teacher Assessed Grades - Summer 2021
- the sources of evidence used to determine the Learner's grade, along with the marks/grades associated with them
- details of any variations in evidence used based on disruption to what that Learner was taught
- details of any special circumstances that have been considered in determining their grade, e.g. access arrangements/reasonable adjustments or mitigating circumstances such as illness

There are two stages to the appeals process:

- Stage 1 - centre review
- Stage 2 - appeal to the awarding organisation

The College will support its Learners through the centre review and awarding organisation appeals process.

The information below describes the arrangements in place at the College for conducting a centre review and (where applicable) submitting an appeal to the awarding organisation following a centre review.

6. Appeals procedure

Stage 1 – Centre review

- If a learner does not consider they have been issued with the correct grade, they can submit a request to exams.office@bishopburton.ac.uk to check if an administrative or procedural error has occurred
- The Exams Officer will email the learner, a copy of the JCQ Learner Request Form for Centre Reviews
- On receipt, the learner, must read the important instructions, fully complete *section A. Learner request* of the *Stage one – centre review* form including electronic signature and date. The form should then be emailed back to the Exams Officer at exams.office@bishopburton.ac.uk.
- The outcome of the centre review may result in the learner's grade remaining the **same**, being **lowered** or **raised**

- On completion of the review the exams officer will complete section B. Centre review outcome of the form and share with the learner, as a record of the outcome, in sufficient time prior to the relevant appeal to awarding organisation deadline.
- If an administrative or procedural error is found, the exam officer will submit a request to the awarding organisation to correct the error and amend the grade without the need to submit an appeal to the awarding organisation

Stage 2 – Appeal to the awarding organisation

- An appeal to the awarding organisation will only be submitted if the first stage, centre review, has been completed and the outcome of the first stage has been issued to the learner.
- The awarding organisation will not be able to consider an appeal that is based solely on differences of opinion - if the learner wants to improve their grade they may want to consider entering for the autumn exam series
- If the learner believes there is still an error following the centre review, or if the awarding organisation has made an administrative error, or the learner considers that the grade awarded was an unreasonable exercise of academic judgement, the learner can submit a request to exams.office@bishopburton.ac.uk to receive a Stage Two form to submit a request to proceed with an appeal to the awarding organisation on their behalf
- To proceed, the learner must complete the '*Stage two – appeal to awarding organisation form*', including electronic signature and date. The form should then be emailed back to the Exams Officer at exams.office@bishopburton.ac.uk
- The Exams Officer will then submit the appeal on the learner's behalf according to the requirements of the awarding organisation to which it is being submitted
- The awarding organisation will determine the grade at appeal and the outcome will be final
- The outcome of the appeal may result in the grade remaining the **same**, being **lowered** or **raised**
- There is no further opportunity to appeal the outcome to the awarding organisation
- The awarding organisation's appeal outcome letter will be provided by post or email to the learner by the Exams Officer, without delay/as soon as reasonably practical after the outcome letter from the awarding organisation is received in the centre
- Should the learner still remain concerned their grade was incorrect, they may be able to apply for a procedural review
- The appeal outcome letter will include the next appropriate steps, where applicable, to apply for a procedural review to the Exam Procedures Review Service (EPRS)

Note - Once a finding has been made you cannot withdraw your request for a centre review or appeal. If your grade has been lowered, you will not be able to revert back to

the original grade you received on results day. For more information please refer to the Department for Education's blog <https://dfemedia.blog.gov.uk/2021/06/09/exam-appeals-what-can-i-do-if-i-think-my-grade-is-wrong-how-do-i-appeal-what-will-happen-if-i-appeal-your-questions-answered/>

7. Deadlines to submit a request

Priority appeal

A priority appeal is **only** for Learners applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal their Level 3 qualification result. You should inform your intended higher education provider that you have requested a centre review or appeal.

- **16 August 2021** – deadline for a learner to request a Stage 1 - centre review
- **23 August 2021** – deadline for a learner to request a Stage 2 – appeal to awarding organisation

Non-priority appeal

- **3 September 2021** - deadline for a learner to request a Stage 1 - centre review
- **17 September 2021**– deadline for a learner to request a Stage 2 – appeal to awarding organisation

8. Related Documents

Complaints Procedure	op_2.03
Determining Teacher Assessed Grades - Summer 2021	Policy 1.17
JCQ Stage One and Stage Two Appeal Forms	CQD156

9. Method of Monitoring

- 9.1. N/A.
- 9.2. **Authorship:** Exams Officer
- 9.3. **Date:** August 2021
- 9.4. **Reviewing Officers:** Assistant Principal Quality

This document is available in a variety of formats. Student Services or main reception will supply guidance on the range