

Exams and Assessments Appeals & Complaints Procedure Inclusion Hampshire



Approved by: Senior Leadership Team	Date: 2nd February 2022
Signed by:	Position: CEO
Last reviewed: February 2022	Next review due: October 2023

Monitoring arrangements

All Policies relating to the delivery of assessments and examinations will be reviewed bi-annually and approved by the Senior Leadership Team. However, the awarding organisation's latest guidance will be reviewed each Autumn term to ensure there have been no relevant changes. The SLT will then amend and approve the policy as required.

In accordance with the awarding body and the JCQ guidance Inclusion Hampshire is committed to ensuring that:

- Internal Assessments are conducted by staff who have the appropriate knowledge, understanding and skills.
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject.
- Where work is divided between staff, consistency should be assured by internal moderation and standardisation.

- The consistency of internal assessments is assured through internal standardisation led by Provision managers.
- Learners are fully informed in a timely manner of any external assessments.
- All relevant information from the AO (Awarding organisation) is given to learners and parents in advance of the assessment.
- Inclusion Hampshire will seek to gain approval of any reasonable adjustments of Access arrangements a learner requires and will embed this into their everyday way of working.

Appeals and Complaints Procedure

Appeals and complaints may be made to Inclusion Hampshire regarding the centres delivery or administration of any qualification by using the steps below. With any procedures used in internal assessments, however, marks are not always issued to the learners prior to submission as they may change following external moderation.

- A learner or parent wishing to appeal against the procedures used in internal assessments should contact the Exams Officer in the first instance, as soon as possible.
- The appellant would be asked to formalise their request in writing to the Head of Centre within 2 days.
- The Head of centre will conduct an enquiry, involving relevant members of staff, which will consider whether the procedures used within the internal assessment conformed with the requirements of the awarding body.
- A copy of the findings will be sent to the appellant, no later than two weeks after the formal request was received, including details of any relevant communication with the awarding body and of any steps taken to further protect the interests of candidates.
- In the event the appellant may still be unhappy with the outcome, they can request a personal hearing which the Head of Centre will arrange with the relevant staff, the appellant and a member of the Trustee board. The appellant will also be advised they are able to follow the Awarding Organisations Appeals policy if they felt their requests are unresolved.

A record of all appeals, including the outcome, will be kept by the Exams officer.

The Centre will inform the awarding body if there is any change to an internally assessed mark as a result of an appeal.

External Assessments:

Enquiries about results (EAR)

For those elements of Functional Skills Tests, and which are externally assessed by the awarding body. Inclusion Hampshire will assist Learners through the awarding bodies Appeals procedure should they wish to appeal against assessment decisions made on externally assessed exams and tests.