

Enquiries About Results (EARs) and Appeals Policy

Rationale

Shuttleworth College is committed to ensuring that all students attain the grades of which they are capable of achieving in their external examination. We recognise that Further Education courses and employment opportunities may depend on these grades.

An analysis of the examination results will be undertaken immediately the results are issued to ascertain if there are any anomalies between expected grades and actual grades.

A copy of this policy can be found on the college website and also in the Exam Guidance for Parents & Students Booklet.

Post Results Procedures

- EARs may be requested by the Curriculum Leaders/Subject Leaders or students themselves, if there are reasonable grounds for believing there has been an error in clerical procedures leading to the issue of a result, errors in marking of exam papers or errors in moderation of coursework.
- All EARs requests must be made to the Assistant Headteacher (Achievement) by the deadline set by the Exams Officer.
- If Curriculum Leaders/Subject Leaders have concerns about the marking of a subject/component cohort:
 - They should submit a request from a representative sample comprising about 10% of the cohort.
 - The sample should normally be a minimum of 8 students and not more than 20 students.
- If a result is queried, the Headteacher and Assistant Headteacher (Achievement), will investigate the feasibility of asking for a clerical check or a re-mark at the College's expense.
- When the College does not uphold the EARs fee, students may still apply to have an enquiry carried out but they must pay the EARs fee in full before College will process the application. The cost of the EARs is available from the Exams Officer on request. If the enquiry results in a higher grade than the original grade received, the fee will be refunded to the student.
- Prior to processing the EARs students must be made aware of the three possible outcomes:
 - The original mark is lowered so that the final grade may be lower than the original grade received.
 - The original mark is confirmed as correct so there is no change to the grade.
 - The original grade is raised so the final grade may be higher than the original grade received.This information will be clearly communicated in the letter that accompanies the application form, as well as the application form itself.
- Students must sign an EARs Consent Form to agree to the enquiry going ahead and to indicate that they understand what the outcome might be and return to college before the deadline specified.

- The EARs Consent Form will be retained by College and kept for a period of 6 months following the outcome of the enquiry. The Exams Officer will arrange secure storage for these forms.
- EARs requests will be submitted online by the Exams Officer.
- Students and Curriculum Leaders/Subject Leaders will be informed of the outcome in writing.
- If Curriculum Leaders/Subject Leaders are dissatisfied with the outcome of an enquiry about results, they may submit a request for an appeal.
- Requests for an appeal must be made to the Headteacher within 5 calendar days of the notification of the outcome of the enquiry.
- Requests must be made in writing clearly stating the grounds for appeal.
- The grounds for appeal must be related to the Awarding Body's procedures or the application of these procedures. The procedures open to investigation may include
 - The setting of papers
 - Marking/moderation procedures
 - The grade award
 - EAR and Appeal procedures
- The Headteacher will make the final decision about whether to proceed with the appeal process.

Access To Scripts

- Where a member of staff wishes to request the original or copy of the exam script for a candidate they must obtain permission off the candidate before they apply.
- The Exams Officer will arrange for an application form to be issued to the candidate to complete and sign before the deadline and the application will be submitted to the Exam Board.
- The candidate will also need to provide consent to allow the teacher to use their script for teaching and learning purposes. The candidates identity must be removed before the script is used.
- Scripts must be stored securely and disposed of in a confidential manner.
- If a candidate wishes to obtain a copy of their script, they must do so before the deadline set by the Exams Officer. Fees must be paid before the application can be processed. The cost of the fees can be obtained from the Exams Officer.

Reviewed September 2020
 Shelly Pinder
 Exams Officer