



Registered Charity 1171812

Exam Complaints and Appeals Policy

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Reference in this procedure to GR refers to the JCQ publication General Regulations for Approved Centres.

Purpose of Policy

The purpose of this procedure is to confirm the arrangements for complaints and appeals in relation to examinations at Connie Rothman Learning Trust for both centre candidates and private candidates where applicable, and confirms compliance with JCQ's General Regulations for Approved Centres (section 5.8) in drawing to the attention of candidates and their parents/carers their written complaints and our appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification and our internal appeals procedure.

Grounds for Complaint

A candidate (or their parent/carer) at Connie Rothman Learning Trust may make a complaint on the grounds below.

Teaching and Learning (Centre Candidates Only)

- Quality of teaching and learning, for example non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
- Teacher lacking knowledge of new specification/incorrect core content studied/taught
- Core content not adequately covered
- Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to a centre examination candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment (centre assessed work), which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body
- Candidate not informed of their centre assessed mark prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed mark in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to decide whether to request a review of the centre assessed mark
- Candidate unhappy with internal assessment decision (complainant to refer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure.

Access Arrangements and Special Consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- Candidate was not informed that an application for access arrangements was to be processed using *Access arrangements online*, complying with the UK GDPR and the Data Protection Act 2018
- Candidate not informed/adequately informed of the arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply

- Exam information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during examination/assessment
- Approved access arrangement(s) not put in place at the time of an examination/assessment
- Appropriate arrangement(s) not put in place at the time of an examination/assessment as a consequence of a temporary injury or impairment
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure

Entries (Centre and Private Candidates)

- Candidate not entered/entered late (incurring a late entry fee) for a required examination/assessment
- Candidate entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

Conducting Examinations (Centre and Private Candidates)

- Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place
- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct the examination according to the regulations
- Online system failed during (on-screen) examination/assessment
- Disruption during the examination/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

Results and Post-Results (Centre Candidates and Private Candidates where applicable)

- Before exams, candidate not made aware of the arrangements for post-results services and the availability of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make a decision on the submission of a results review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body post-results services)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer to the centre's internal appeals procedure)
- Centre fails to adhere to its internal appeals procedure
- Centre applied for the wrong post-results service/for the wrong script for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for a candidate without gaining required candidate consent/permission

Raising a concern/complaint (Centre and Private Candidates)

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Connie Rothman Learning Trust encourages an informal resolution in the first instance. This can be undertaken by contacting the Exams Officer.

If a concern or complaint fails to be resolved informally, the candidate (or parent/carer) is then at liberty to make a formal complaint.

How to make a formal complaint

A formal complaint should be made in writing to the Head of Centre. If the Head of Centre is involved in the complaint, the complainant may go to the chair of the Board of Trustees.

Formal complaints will be logged and acknowledged within 7 calendar days.

The findings and conclusion of any investigation will be provided to the complainant within 28 days.

Appeals following the outcome

- When the complainant, parent or guardian is not satisfied with the response to the complaint, a hearing before a panel may be requested of three people who were not involved in the complaint, with an independent member of the panel who is not associated with the management of CRLT. The parent or guardian may be accompanied to the hearing. Copies of the results of the hearing will be made available.
- Appeals will be logged and acknowledged within 7 days.
- Complainants will be informed of the outcome of the investigation within 28 days of making the complaint.