

Policy on Internal Assessments for qualifications with United Kingdom Awarding Bodies

In accordance with the code of practice for the conduct of external qualifications produced by the QCA, Claires Court Schools is committed to ensuring that:

- Internal assessments are conducted by staff that 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.
- The consistency of the internal assessment is assured through internal standardisation as set out by the Awarding Bodies.
- Staff responsible for internal standardisation and/or assessment attend any compulsory training sessions.

Written Appeals Procedure

- Each Awarding Body publishes procedures for appeals against its decisions, and the Examination Officer will be able to advise pupils and parents of these procedures.
- Appeals may be made to the School/College regarding the procedures used in internal assessment, but not the actual marks or grades submitted by the school for moderation by the Awarding Body.
- A parent or pupil wishing to appeal against the procedures used in internal assessments should contact the Examinations Officer as soon as possible to discuss the appeal, and the school must receive a written appeal at least two weeks before the last external examination in that subject.
- On receipt of a written appeal, the Examinations Officer and the Director of Studies/Head Teacher will conduct an enquiry into the internal assessment. The enquiry will consider whether the procedures used in the internal assessment conformed to the published requirements of the Awarding Body.
- The appellant will be informed in writing of the outcome of the appeal, including any details of any relevant communications with the Awarding Body and any steps taken to further protect the interests of the candidates.
- Should the student disagree with the written response by the centre, they are entitled to have a personal hearing, which would be heard by the Head of Centre and one other senior member of staff.

Statement for Pupils:

“If at any stage during your examination courses you have concerns about the procedures used in assessing your internally marked work for public exams (e.g. controlled assessments/coursework/portfolio/projects), you should see the Examinations Officer as soon as possible.”

Clares Court Schools – Internal Appeals Procedure

Enquiries About Results (EAR's) Clerical Checks and Remarks

- Where a candidate is unhappy with the mark for a particular written exam unit, a clerical check or re-mark may be requested via the Examination Officer. The candidate will be required to acknowledge in writing that their grade may be confirmed, raised or lowered and will be responsible for paying the relevant fee at the time of the request.

Candidate Appeals Procedure (for Automated Testing)

- Candidates who are unhappy with any aspect of the testing process should first discuss the problem with the ECDL Test Centre Manager or representative within 5 working days of receiving their result.
- The candidate must make the reasons clear at this time.
- ECDL testing is undertaken using automated testing software which has been approved by the British Computer Society. In the event of a candidate raising a complaint the test report that will have been produced by the system will be fully discussed with the candidate.
- An action plan will be agreed and a further test date scheduled. In some circumstances the candidate may be offered a free re-test (e.g. if there had been hardware or software problems).
- If the candidate is unhappy with the decision of the Test Centre Manager the candidate must write to the Head teacher (or other named person) within 5 working days who will fully review the complaint and attempt to find a solution.
- The Test Centre will keep a written record of each stage of the process with dates and outcomes.
- If the candidate is still unhappy then he/she has the right to appeal to the BCS Awarding Body. This may be done via the Centre Manager or direct to the BCS ECDL Quality Co-ordinator in writing. The address will be supplied on request.
- The BCS Representative will investigate the circumstances of the appeal and make a report to the appeals panel. In very exceptional cases, the appeals panel may request the Centre Manager possibly accompanied by the candidate, to attend a meeting of the panel to provide further explanation of the circumstances of the appeal.
- Appeals panel decisions will be given in writing to the Centre Manager and the candidate and are final.

Policy reviewed by: JTW/JAC
26 April 2010