

Complaints Procedure (Exams) 20-21

Purpose:

As a host centre, Oxfordshire Hospital School (OHS) supports *transferred candidates* i.e. where students need to sit an exam at a different school to the one that entered them because they're in hospital or are unable to attend school for medical or mental health needs. It is important to note that the entering centre maintains full responsibility for ensuring that all JCQ requirements are conducted in line with the most current guidance and is responsible for drawing the attention of candidates and their parents/carers to their written complaints procedure which will cover general complaints regarding the centre's delivery or administration of a qualification. **The OHS will refer any complaints to the entering centre and is committed to working in collaboration to fully support any investigative processes and review outcomes to ensure that any required changes to the delivery or administration of examinations or assessments are implemented in a timely manner.**

This document outlines a non-exhaustive list of areas which a candidate (or his/her/parent/carer) may make a complaint.

Teaching and learning

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 an exam 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, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the entering centre's *internal appeals procedure*)

The entering centre fails to adhere to its *internal appeals procedure*

Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body

Candidate not informed of his/her centre assessed marks 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 make a decision whether to request a review of centre assessed marks

Access arrangements

Candidate not assessed by the entering centre's appointed assessor

Candidate not involved in decisions made regarding his/her access arrangements

Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed data protection notice/candidate data personal consent form)

Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply

Exam information not appropriately adapted for a disabled candidate to access it

Adapted equipment put in place failed during exam/assessment

Approved access arrangement(s) not put in place at the time of an exam/assessment

Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment

Entries

Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)

Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment

Candidate entered for a wrong exam/assessment

Candidate entered for a wrong tier of entry

Conducting Examinations

Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place

Room in which exam held did not provide candidate with appropriate conditions for taking the exam

Inadequate invigilation in exam room

Failure to conduct exam according to the regulations

Online system failed during (on-screen) exam/assessment

Disruption during exam/assessment

Alleged, suspected or actual malpractice incident not investigated/reported

Eligible application for special consideration for a candidate not submitted/not submitted to timescale

Failure to inform/update candidate on the outcome of a special consideration application

Results and Post-results

Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of the entering centre staff after the publication of results to discuss/make decision on the submission of a 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 an entering centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer via [insert who] to the centre's *internal appeals procedure*)

Entering centre applied for the wrong post-results service/for the wrong exam paper for a candidate

Entering centre missed awarding body deadline to apply for a post-results service

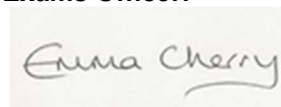
Entering centre applied for a post-results service for candidate without gaining required candidate consent/permission

Head of Centre:

Date:

Exams Officer:

Date:



02.10.2020

All appeals will continue to remain the responsibility of the entering centre and OHS will continue to support any required actions. Please also refer to the OHS Centre Policy for Summer 2021 when reviewing any potential areas for complaint/malpractice.

Helen S White

Devolved Head of Centre

19.4.21