



# **HARMONIZE ACADEMY**

## **APPEALS POLICY**

### **ASSESSMENT and EXAMINATION RESULTS for PARENTS, GUARDIANS and CARERS**

<b>POLICY WRITTEN BY:</b>	<b>PRINCIPAL</b>
<b>DATE POLICY PREPARED:</b>	<b>JUNE 2014</b>
<b>DATE FIRST RATIFIED BY SENIOR LEADERSHIP TEAM:</b>	
<b>DATE POLICY REVIEWED:</b>	<b>MAY 2025</b>
<b>DATE FOR NEXT REVIEW:</b>	<b>MAY 2026</b>

**Trust, Respect, Compassion, Forgiveness**

## **INTRODUCTION**

- This policy and procedure are for the benefit of Harmonize Academy parents, guardians or carers. (Hereafter referred to as “parents”)
- This policy and procedure apply in respect of all appeals by parents made in relating to Assessment and Examination results and should be read in conjunction with Harmonize Academy’s Complaints Procedure.
- Harmonize Academy is keen to respond quickly to any appeals and to remedy any defects as soon as possible. Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the Principal whose decision whether to submit application for an appeal is subject to the centre’s internal appeals arrangements.
- Parents can be assured that all appeals will be treated seriously and confidentially.

## **Conflicts of Interest**

- Prior to each examination series all staff and governors must inform the Principal of any candidates being entered for examinations and other assessments at this Centre, who are family members, other relatives or friends. This information will be declared to awarding bodies where relevant by an email from the Examinations Officer. See HA Conflicts of Interest Policy

## **Withdrawing Registrations**

- Students who do not complete a course of study for which they are registered will be withdrawn by the Centre Administrator.

## **Examination Results Appeal Procedure**

### **Examination Results (GCSE, iGCSE, L2 External Assessments)**

- If parents or Harmonize Academy students wish to query an Examination result they should contact the Principal, Marie McConville within two weeks of knowing the result. Representations must be made to the head of centre where the candidate was entered or registered.
- The Principal will make the decision whether to proceed with an appeal to the awarding body on behalf of the candidate.
- Appeals for internal candidates must be submitted by the head of centre. A head of centre can appeal against the outcome of a clerical re-check, a review of marking or a review of moderation. The head of centre’s decision as to whether to proceed with an appeal is subject to the centre’s internal appeals arrangements. Appeals must not be submitted by the head of centre until the outcome of the relevant post-results service.
- If it is agreed that an appeal will be made, the Principal will submit this to the Awarding Body within ten working days of it being raised and setting out as clearly as possible the nature of the appeal and the reasons for it.
- The Principal will inform the parent of the appeal decision by the Awarding Body as soon as this is known and if an appeal is not accepted, the reason(s) for this will be given.
- If a decision is made by the Principal not to make an appeal to the Awarding Body and parents do not agree with the decision not to proceed with their query, they can appeal to the Principal. If it is not resolved satisfactory at this stage parents can appeal to the LHET Chair of Governors. Parents should put their appeal to the Principal in writing within ten days of being informed of the decision not to proceed with their query.

## Non-Exam Assessments

- If parents or Harmonize students wish to query the outcome of a non-exam assessment they should contact the Principal, Marie McConville. In many cases, the matter will be resolved straightaway by this means to the students' or parents' satisfaction. If the Principal cannot resolve the matter alone, it may be necessary for her to consult other staff, the Principal or Trustees.
- Harmonize Academy will use its reasonable endeavours to resolve any query within ten working days of it being raised, except where they are raised in school holidays or within two working days of their commencement where Harmonize Academy will use its reasonable endeavours to resolve them as soon as possible after commencement of the new school term (usually within ten working days).
- Should the matter not be resolved as referred to above, or in the event that the Principal and the parents fail to reach a satisfactory resolution, then parents will be advised to make a written appeal.
- **Appeals must be made within two calendar weeks of receiving the outcome of the enquiry about results.**
- The Principal will submit the appeal to the Awarding Body which will set out as clearly as possible the nature of the appeal and the reasons for it.
- The Principal will inform the parent of the appeal decision as soon as this is known and if an appeal is not accepted, the reason(s) for this will be given.

See Appendix 1

## Appeals Procedure Records

- Harmonize Academy will keep a written record of all formal queries and appeals, including records of meetings and interviews held in relation to the complaint, and its decision.
- Harmonize Academy will keep a written record of all appeals, decisions and recommendations made.
- All such records will be kept for one year after the relevant students have left the Harmonize Academy.

## FOR FURTHER INFORMATION SEE:

<https://www.jcq.org.uk/exams-office/appeals>

**Cambridge International Exams:** Enquiry about results, a two-stage appeals process is available. Follow the procedures outlined in section 7 of the Cambridge Handbook.

## NCFE CACHE Policy – Enquiries about Results and Assessment Decisions, and Appeals

- Centres have **20 working days** from the point of results release to submit an [Enquiry about Result and Assessment Decision](#).
- Requests do not need to be accompanied by learner signatures. The new learner detail form requires centres to confirm they have learner authorisation, and this needs to be kept on file and produced if requested by NCFE CACHE, however it is not required to be submitted for every request.
- In addition, centres can now expect to receive completed review of marking reports back in 25 days from date of submission.
- Our appeals process has been separated out to a standalone policy and brought further in line with the current two-stage JCQ appeals policy. Visit <https://www.ncfe.org.uk/qualifications/mandatory-policies-fees/> for the policy and information on when and how to submit and appeal.

<https://www.vtct.org.uk/our-policies-and-procedures/>

<https://www.lamda.ac.uk/policies-procedures>

## Reviews of marking - centre assessed marks (GCSE non-examination assessments, Project qualifications)

HARMONIZE ACADEMY is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. HARMONIZE ACADEMY is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

1. HARMONIZE ACADEMY will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. HARMONIZE ACADEMY will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
3. HARMONIZE ACADEMY will, having received a request for materials, promptly make them available to the candidate, either originals viewed under supervised conditions or copies.
4. HARMONIZE ACADEMY will provide candidates with sufficient time, normally at least five working days, in order to allow them to review copies of materials and reach a decision.
5. HARMONIZE ACADEMY will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests **must** be made in writing and candidates **must** explain on what grounds they wish to request a review.
6. HARMONIZE ACADEMY will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks.
7. HARMONIZE ACADEMY will ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review.
8. HARMONIZE ACADEMY will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. HARMONIZE ACADEMY will inform the candidate in writing of the outcome of the review of the centre's marking.
10. The outcome of the review of the centre's marking will be made known to the head of centre. A written record of the review will be kept and made available to the awarding body upon request. The centre will inform the awarding body if it does not accept the outcome of a review.

The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

Also see: <https://www.jcq.org.uk/notice-to-centres-review-of-centre-marks/>

## *Awarding Organisation Contacts for General Enquiries*

### **AQA**

Devas Street  
Manchester  
M15 6EX

AQA general enquiries, exams officers and students  
T 0800 197 7162  
E [eos@aqa.org.uk](mailto:eos@aqa.org.uk)  
W [www.aqa.org.uk/contact-us](http://www.aqa.org.uk/contact-us)

### **NCFE**

Q6  
Quorum Park  
Benton Lane  
Newcastle upon Tyne  
NE12 8BT

NCFE General Enquiries  
T 0191 239 8000  
Email: [customersupport@ncfe.org.uk](mailto:customersupport@ncfe.org.uk)  
W <https://www.ncfe.org.uk/contact-us>

### **Pearson**

80 Strand  
London  
WC2R 0RL

Pearson Learner Support Team  
T 0845 618 0440  
<http://qualifications.pearson.com/en/forms/contact-the-team.html>  
W <http://qualifications.pearson.com/en/contact-us.html>

### **WJEC**

245 Western Avenue  
Cardiff  
CF5 2YX

T 02920 265 000  
E [info@wjec.co.uk](mailto:info@wjec.co.uk)  
W <http://www.wjec.co.uk/home/about-us/useful-contacts/>

### **Cambridge Assessment International Education**

The Triangle Building  
Shaftesbury Road  
Cambridge  
CB2 8EA  
United Kingdom

T 01223 553 554  
E [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org)  
W <https://www.cambridgeassessment.org.uk/contact-us/>