



## Enquiries about Examination Results and Appeals Policy

In accordance with the Code of Practice for the Conduct of External Qualifications produced by the Qualifications and Curriculum Authority (QCA), The Radclyffe School is committed to ensuring that:

- All Enquires about Results (EAR) are facilitated by The Radclyffe School. The school will act as an intermediary between the candidate and the Examination Board.

### Procedure to request an EAR

- 1 Enquiries about results should be made in writing on form TRSEAR for the attention of the Examinations Officer, within the timescales set out on the form. This form can be requested from the Exams office at The Radclyffe School.
- 2 Upon receipt of a completed form TRSEAR and the appropriate fee, the Examinations Officer will process the enquiry.
- 3 Upon receipt of the result of the enquiry, the Examinations Officer will forward a copy of the outcome to the candidate.

### Appeals

If you are dissatisfied **after** receiving the outcome of an EAR you may request us to appeal on your behalf to the examining body. Appeals to the exam board must be made within two weeks of the outcome of an EAR.

1. Requests for an appeal must be made in writing to the Head Teacher and must include an email address for contact. The request must clearly set out how the awarding body has **not followed due procedures**. The relevant procedures can be found in the *regulator's Code of Practice* and the *JCQ publication Post Results Services*.
2. The Head Teacher will take account of all relevant factors and afford the candidates or their parents/carers a reasonable opportunity to express their views.
3. The Head Teacher will make a decision as to whether or not The Radclyffe School will support the appeal.
4. The candidate will be informed in writing via email of the decision and the reasons for it.
5. Where the school supports the appeal and upon payment of the appeal fee by the candidate, the appeal will be made in accordance with the JCQ publication *A guide to the awarding bodies' appeals processes* which is available on the JCQ website <http://www.jcq.org.uk/exams-office/appeals>.