

## **Appeals policy**

### **1. Introduction**

The purpose of this policy is to set out the procedures that candidates and teachers should follow if they wish to make an appeal to NEA about any qualification.

This policy is available on our website at <https://www.neweraacademy.co.uk/our-policies/>

This policy will be subject to review and monitoring by NEA and if necessary will be amended and updated following feedback from candidates and teachers. All future versions of this policy will be flagged and will be posted on our website.

Please note that we treat all appeals in confidence and will not make details available to any other parties.

### **2. Issue and review**

The date of issue of this policy is **June 2020**. This policy will be reviewed annually.

### **3. Procedure for appeals**

If a candidate wishes to make an appeal they may do so in writing to:

Miranda Jacobs  
Examinations Director  
New Era Academy  
2 Aglaia Rd  
Worthing  
BN11 5SN

Or via e-mail to: [miranda.jacobs@neweraacademy.co.uk](mailto:miranda.jacobs@neweraacademy.co.uk)

Appeals should be clearly marked as such.

Teachers and/or candidates should include the following information:

- Name of candidate
- Name of teacher
- Nature of the appeal

Please provide as much information as possible to enable a thorough investigation to be carried out.

If a candidate or teacher has contacted NEA by telephone they should follow any verbal contact with an appeal in writing to the Examinations Director.

An appeal may be requested by the candidate themselves if they are aged over 16, their teacher or a designated person acting on the candidate's behalf (e.g. a parent or carer).

NEA will not enter into discussion about an active appeal with either the appellant or any other interested party.

NEA will consider applications made in the following areas:

**a) Appeals against errors in procedure**

A candidate or teacher may make an appeal if they feel that the comments made by examiners on report forms do not match the marks awarded, or if the processes and regulations set out for examiners and candidates have not been followed.

**b) Appeals against NEA's decisions on special considerations or reasonable adjustments**

A candidate or teacher may make an appeal against NEA, if NEA has declined a request for a special consideration or reasonable adjustment.

**c) Appeals against NEA's decision on the outcome of a malpractice or maladministration investigation**

A candidate or teacher may make an appeal against decisions or judgements made by NEA on the outcome of a malpractice or maladministration investigation.

**4. Appeals procedure**

**4.1 First Level Appeal**

The first level appeal will be investigated by the Examinations Director. She will prepare a report which will include the statistical performance of the examiner over a set period of time, any performances of the individual concerned in previous examinations, plus feedback from the examiner where appropriate.

The report may also consider the wider impact on a cohort or cohorts of candidates, depending on the nature of the appeal and the initial findings.

The outcome of an appeal could include:

a) The upholding of the appeal – this may include the offer of a resit with a different examiner, or in exceptional circumstances, a slight adjustment made to marks. If a re-sit is offered, NEA will agree a time limit with the candidate to protect the interests of all concerned and reproduce the original conditions as closely as possible. The offer of a resit or adjustment to marks will terminate the appeal.

b) The rejection of the enquiry for which a detailed explanation would be submitted to the appellant.

We will inform you within 20 working days of receipt of the outcome of the appeal. Where an appeal involves further evidence to be collected or further review which will impact this timescale we will inform you within the 20 working days that this is the case and provide a revised timescale.

A fee of £25 will be applicable per candidate up to a maximum of £250 which will be refunded if the appeal is successful.

#### **4.2 Second Level Appeal**

If the appellant is unhappy with the decisions reached in the first level appeal, they may take their appeal to the second level which consists of a review by an independent representative who has no direct involvement with NEA. The decision of the independent representative will be reviewed by a panel made up of NEA staff and Directors who have not had previous involvement with the appeal and a final decision taken.

Second level appeals must be submitted for the attention of the Examinations Director, clearly marked as an appeal, no later than 14 days from the date of the previous decision. The decision of the panel is final.

We will inform you within 28 working days from the beginning of the second stage of the process whether the appeal is successful. A fee of £50 will be applicable per candidate up to a maximum of £250 which will be refunded if the appeal is successful.

If no response to the appeal decision is received within 28 days of the decision being communicated to the appellant, NEA will close the appeal and no further correspondence will be entered into.

#### **4.3 Contacting the regulatory authorities**

If a candidate is unhappy with the decisions reached in the second level appeal, they may contact the relevant regulatory authority. For England, this is Ofqual [www.ofqual.gov.uk](http://www.ofqual.gov.uk), and for Northern Ireland CCEA [www.ccea.org.uk](http://www.ccea.org.uk).