

Controlled Assessment of Work for External Qualifications

1. Controlled Assessment of Work Procedure

- 1.1. The Ladies' College is committed to ensuring that whenever their staff assesses students' work for external qualification, this is done fairly, consistently and in accordance with the specification for the qualification concerned.
- 1.2. Assessments should be conducted by staff who have appropriate knowledge, understanding and skills.
- 1.3. Students' work should be produced and authenticated according the requirements of the examinations board.

2. Appeal procedure for Controlled Assessment

- 2.1. Where a set of work is divided between staff, consistency should be assured by internal moderation and standardisation. A record of this should be kept until after the final date for appeals has passed.
- 2.2. If a student feels that this may not have happened in relation to his/her work, she/he may make use of this appeals procedure. Note that appeals may only be made against the process that led to the assessment and not against the mark or grade.
- 2.3. This procedure is available from the Examinations Officer and is posted on the College website.
- 2.4. Appeals should be made as soon as possible, and must be made at least two weeks before the end of the last externally assessed paper in the examinations series.
- 2.5. Appeals should be made in writing to the Examinations Officer, who will investigate the appeal. If the Examinations Officer was directly involved in the assessment in question, the Principal will appoint another member of staff of similar or greater seniority to conduct the investigation. Likewise, if the examinations officer is not able to conduct the investigation for some other reason.
- 2.6. The examinations officer or other member of staff will decide whether the process used for the internal assessment conformed with the requirements of the awarding body and the examinations code of practice of the QCA. This will be done before the end of the series.
- 2.7. You will be informed in writing of the outcome of the appeal, including any correspondence with the board, any changes made to the assessment of your work, and any changes made to improve matters in future.
- 2.8. The outcome of the appeal will be made known to the Principal. A written record of the appeal will be kept and made available to the awarding body at their request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

3. Controlled Assessment Moderation

- 3.1. After work has been assessed internally it is moderated by the awarding body (examinations board) to ensure consistency between centres. Such moderation frequently changes the marks awarded for internally assessed work. That is outside the control of The Ladies' College and is not covered by this procedure. If you have concerns about it, please ask the Examinations Officer for a copy of the appeals procedure of the relevant examinations board.

4. Automated Testing

- 4.1. Candidates who are unhappy with any aspect of the testing process should make these concerns known to the Examinations Officer, within 5 days of the receipt of their result.
- 4.2. The reasons for their concern must be made clear.
- 4.3. Automated testing software such as used in the ECDL has been approved by the ECDL foundation. In the event of the learner raising a complaint the test result report produced by the system will be fully discussed with the student.
- 4.4. In the event of hardware or software problems the invigilator must ensure that the candidate is not disadvantaged in any way.
- 4.5. If the candidate is unhappy with the decision of the Examinations Officer, they must write to the Head of the Centre (Principal) within 5 working days who will fully investigate the complaint.
- 4.6. The College will keep a written record of each stage of the process including dates and outcomes.
- 4.7. If the student is still unhappy then they have the right to appeal to the awarding body (BCS for the ECDL). This may be done via the Examinations Officer or direct to the awarding body.
- 4.8. A representative from the awarding body will investigate the circumstances of the appeal and make a report to the appeals panel.
- 4.9. Appeals panel decisions will be given in writing to the Examinations Officer and the student and are final.

External examinations appeal procedure

5. If a student believes that their result may have been subject to an error in marking, they can request for their examination paper to be reviewed and remarked. We recommend that this decision is taken with advice from their teacher. There are six post results services – priority review of marking (only available to GCE students,) review of marking, clerical recheck, priority copy of script and copy of script.
 - 5.1. The student must complete a post results services form which is available on The Ladies' College website. They should refer to the guidance letter which is also present on the website. The student must submit their application to the Examinations Officer to meet the deadline. If the student submits the form outside the deadline then it will not be possible to request the post result service.
 - 5.2. The student will be charged a fee for any of the post results services which is clearly marked on the form and the letter. This must be submitted with the completed form.
 - 5.3. If the student has sat their examination at Elizabeth College, then they must send in the completed form and cheque to Mr Cousens. If the student sat the examination at The Ladies' College, then it is Mrs Duguid.
 - 5.4. Students must be aware that marks can go down as well as up.
 - 5.5. If a subject grade is changed as a result of the review of marking, then the fee for that service will be refunded.