

ASSESSMENT APPEALS GUIDELINES

Nexus International School (Singapore) (NISS) strives to provide excellent service to its learners, and seeks to prevent the occurrence of appeals by ensuring that learners are fully prepared for all assessments and that marking is carried out by appropriately qualified staff. NISS will seek to ensure that assessments have been authenticated as the work of the learner, through programmes such as Turnitin or by activities being undertaken under supervision, where appropriate.

NISS appreciates, however, that there may still be occasions when a learner experiences dissatisfaction, discontent or resentment about an assessment process or outcome. This Assessment Appeals Policy is to address any such concerns. Any Assessment Appeal will be treated seriously, sensitively, and impartially. The learner should be confident that there will be no negative consequences, and that the procedures followed will be equitable to all parties. The assessment outcome granted by an assessment review will be officially recognised as the final result for that assessment.

Confidentiality will be strictly observed by all participants and at all stages of the Assessment Appeals process.

KEY DEFINITIONS

Head of Subject refers to a Head of Department or Learning Area Leader.

INTERNAL ASSESSMENTS

Within Orientation, each learner will be advised of the Assessment Appeals Guidelines, which can be found in the Learner Handbook. If a learner disagrees with an assessment outcome or process, he/she may commence the Assessment Appeals process by application through the appropriate channel (see below).

Any concerns should be initially discussed with the original assessor. Only if satisfaction cannot be attained should a formal appeal be sought. Assessment Appeals must be made within 3 working days of the discussion with the original assessor. Such a discussion should take place within 48 hours of the Date of Publication of the assessment outcome.

- **To whom an appeal should be lodged**

An appeal should be made in the first instance to the Head of Subject*, where one exists. In the absence of a Head of Subject, appeals should be made to the Head of School.

- **How to lodge an Assessment Appeal**

Each release of assessment outcomes will feature a Date of Publication. This date will be used as the one from which the official Appeal Time is calculated.

To commence that process, the learner must notify the appropriate Head of Subject or Head of School in writing, via email, or verbally if preferred. Once the appeal has been lodged, the Head of Subject/School will privately discuss the facts presented with the learner.

- **Paper and/or Computer-based Assessments**

If the Head of Subject/School decides that a review is justified, the review process will start within 2 working days of the receipt of the application. The Curriculum Coordinator will be advised that the

relevant paper-based or computer-based assessment is to be submitted for re-marking, and will ensure that:

- a) care is to be taken to ensure that this marking is undertaken by a qualified person other than the original assessor;
- b) this re-mark is to be done in the absence of the learner; and
- c) the second assessor is not to sight the original marking notations or marking sheet used by the first assessor.

On completion of the re-mark, the assessor will submit the outcome to the Curriculum Coordinator who will retrieve the first marking sheet and undertake a comparison of the outcomes. He/she will compile a brief written report, addressed to the learner, which will identify any changes made as a result of the re-mark.

The Curriculum Coordinator will discuss this report with the learner, including the reasons for the finding.

If the learner is not satisfied, with either the decision to review or the outcome of any review, a final appeal may be made to the Principal, within TWO (02) working days of the discussion of the report with the Curriculum Coordinator, who will decide whether or not to commission or repeat any re-marking process based on the evidence available. The Principal's decision will be final.

Practical Assessments

If the Head of Subject/School decides that a review of a practical assessment is justified, the review process will start within 2 working days of the receipt of the application. The Curriculum Coordinator will be advised that the relevant assessment task is to be re-performed, and will ensure that:

- a) care is to be taken to ensure that the re-mark is undertaken by a qualified person other than the original assessor; and
- b) the second assessor is not to sight the original marking notations or marking sheet used by the first assessor.

Where it is not possible for the practical activity to be fully re-constructed for one learner, the learner will be required to provide detailed information in regard to the steps within the practical activity such as to satisfy the second assessor that competency has been attained. On completion of the re-performance, the assessor will submit the outcome to the Curriculum Coordinator who will retrieve the first marking sheet and compare the outcomes. He/she will compile a brief written report, addressed to the learner, which will identify any changes made as an outcome of the re-performance.

The Curriculum Coordinator will discuss this report with the learner, including the reasons for the finding.

If the learner is not satisfied, with either the decision to review or the outcome of any review, a final appeal may be made to the Principal, within 2 working days of the discussion of the report with the Curriculum Coordinator, who will decide whether or not to commission or repeat any re-marking process based on the evidence available. The Principal's decision will be final.

EXTERNAL ASSESSMENTS

A learner may appeal any assessment awarded by an external examining body by following the published procedures of that body. Assistance will be given, where appropriate, by the school appointed Examinations Officer (IGCSE) or the IBDP Coordinator (IBDP). Learners accept that appeals procedures governed by external bodies are beyond the control or influence of NISS.

ASSESSMENTS APPEAL RECORDS

The learner's files will be updated to record the outcome of any appeals process and any subsequent actions. A copy of all related documentation, including a statement of findings demonstrating the reasons behind the decisions made at each stage of the appeal(s), will be retained on the learner's file.

A copy of the statement of findings will be provided to the learner. A summary of all assessment appeals will be presented to the Examinations Board.

SUPPORTING POLICIES/GUIDELINES/HANDBOOKS

NISS Assessment Policy

REVIEW AND REVISION

This document will be reviewed once every two (02) years or as required to reflect updates to the relevant legislations, TEG group policies or internal school governance standards where applicable.