



St Ursula's Convent School
A Humanities College and Teaching School

Summer 2020
Results and Appeals Process

Policy reviewed by:

S Taylor
N Johnson

Points in relation to centre assessment grades, concerns, complaints and the arrangements for appeals included within the template are based on Ofqual guidance and regulation. This policy may be updated subject to the publication of any new information regarding the appeals process. This policy was correct on 11am 24th August 2020.

Information for Centre

Results and Appeals

Centre assessment grades and rank orders

St Ursula's Convent School:

- will not divulge provisional (centre assessment) grades, nor rank orders, with candidates or parents/carers before the issue of results
- understands that any inappropriate disclosure of centre assessment grades and rank order information before the issue of results will be investigated by awarding bodies as potential malpractice
- St Ursula's Convent School will make centre assessment grades available to students from 20th August 2020.

Final grades

St Ursula's Convent School will:

- issue results in accordance with the centre's *Information for Candidates - Results, Appeals and Certificates* document
- signpost candidates (and parents/carers) to information provided by key stakeholders at the time final grades are issued to support their understanding of the grades awarded

Arrangements for results day(s)

St Ursula's Convent School will:

- organise a 'socially distanced' results day(s) and inform candidates of the arrangements in place for the collection of/access to their results. Pupils will also have the option of their results being emailed directly to them if they would prefer not to attend school on this day.
- ensure senior members of centre staff are available/accessible to candidates with whom a result/results may be discussed.
- prepare information for candidates showing their options if they have concerns about their results.
- signpost candidates to relevant Ofqual and/or awarding body information that sets out how their grades were calculated this year and the options available if they believe their result was not properly produced, including access to appeal.

Arrangements for appeals

St Ursula's Convent School will:

- follow information provided by Ofqual/JCQ/awarding bodies to determine the grounds on which an appeal can be made on behalf of a candidate, or candidates.
- make candidates aware of the arrangements in place for appeals
- if a candidate is concerned that any reasonable adjustments were not taken into account when the centre determined their CAG, discuss this with the candidate
- submit an appeal to the awarding body on behalf of a candidate or candidates where it is believed:
 - the centre itself made an administrative error when submitting centre assessment grade (CAG) or rank order information to the awarding body.

- collect consent from a candidate if required before any appeal is submitted to the awarding body.

St Ursula's Convent School cannot appeal against the CAG that they decided was correct at the point of submitting it to the awarding body, and for which the head of centre submitted a declaration to confirm that in the centre's judgement this was the grade the students were most likely to have received had the exams gone ahead.

St Ursula's Convent School confirms that

- the decision to issue candidates with the higher of their CAG or their calculated grades means that a route to appeal on the grounds of mock exam results is not available. Mock exam results were part of the evidence the centre took into account when determining CAGs for candidates.
- if candidates or others have concerns about bias, discrimination or any other factor that suggests that the centre did not behave with care or integrity when determining the CAG and/or rank order information they should normally raise these concerns with the centre, in the first instance; or they could take their concerns to the relevant awarding body if this was the more appropriate route
- where there is evidence, Ofqual require awarding bodies to investigate such allegations as potential malpractice or maladministration as such allegations would be very serious, and Ofqual expect them to be rare

Internal appeals procedure – Summer 2020

St Ursula's Convent School will provide a process for a candidate to appeal against any decision the centre may make:

- not to seek from the awarding body any information the awarding body holds that would be needed for an appeal; and/or
- not to appeal to the awarding body

How centre assessment grades and rank orders were determined

To respond to any queries, challenges or internal appeals from a candidate (or their parent/carer) St Ursula's Convent School will provide records detailing:

- the process deployed in calculating centre assessment grades and ranking of all candidates within each grade (or within the cohort where this was required by a particular qualification type)
- the support given to any newly qualified teachers in grading and ranking students
- a summary of the evidence and data used to make objective and professional judgements
- the standardisation process where a cohort was taught across several teachers in a subject area
- how any conflicts of interest were managed
- the review and check for accuracy undertaken as part of the internal sign-off process for each subject
- confirmation of the process for head of centre sign-off and submission of the declaration to awarding bodies
- any errors reported by an awarding body after the submission of information and details of how these were resolved

Information for Candidates

Results, Appeals and Certificates

Centre assessment grades and rank orders

St Ursula's Convent School has submitted centre assessment grades (CAGs) and rank order information to the relevant awarding body in accordance with Ofqual guidance and in line with the awarding body instructions.

The awarding bodies put these grades through a standardisation process to determine a calculated grade.

Where calculated grades are higher than CAGs, calculated grades will be awarded.

Final grades

On candidate statements of results (results slips) and certificates, final grades will be reported in the same way as in previous years.

About your results

Ofqual has provided information for students:

- **Your results, what next?** Understanding your qualifications grades this summer: updated 20 August 2020 www.gov.uk/guidance/your-results-what-next
- **Two updated Ofqual Documents:** <https://www.gov.uk/government/publications/student-guide-to-post-16-qualification-results-summer-2020>
 - **Student guide to post-16 qualification results: summer 2020** - A guide for those receiving qualification results in England this summer (updated 19 August)
 - **Student guide to appeals, malpractice & maladministration complaints** Summer 2020 - What to do if you have concerns or questions about your grades (updated 19 August)
- **National Careers Service Exam Results Helpline** www.gov.uk/careers-helpline-for-teenagers

If you have a concern about a grade you have been awarded, you can ask St Ursula's Convent School to:

- check whether an error was made when submitting your centre assessment grade and rank order to the awarding body
- raise a complaint with (using the *Complaints and Appeals Procedure (Exams)* available on the school website) if you feel you have evidence of bias or that you were discriminated against; you could also pass such evidence on to the awarding body who could investigate for potential maladministration/malpractice
- provide information about the opportunity to take an exam in the autumn series or in summer 2021

Arrangements for appeals

Only schools and colleges can submit an appeal. This also applies to private candidates (students who do not study in a school or college.)

If a candidate has concerns about how grades were arrived at they should talk to their school or college about their options.

- A candidate can ask their centre to check whether it made a mistake when submitting data to the awarding body (If the centre finds it made a mistake in the data it provided it can ask the awarding body to correct it)
- The centre can appeal to the awarding body on a candidate's behalf if it believes the awarding body made a mistake when it communicated a candidate's grade
- A candidate cannot challenge the centre under the appeals process on the centre assessment grades it submitted or the rank order positions
- A candidate cannot appeal because their mock exam result was higher than the grade awarded. The mock grade will have been taken into account in deciding a candidate's centre assessment grade. Candidates will either receive their centre assessment grade or the calculated grade (whichever is higher)
- This summer, candidates' grades are protected and will not go down as a result of an appeal
- If the centre is unhappy with the outcome of the awarding body's appeals process, it can appeal this decision through Ofqual's [Examination Procedures Review Service](#)
- A candidate can appeal against their centre's decision (using the *Internal Appeals Policy* available on the school website)
 - not to seek any information the awarding body holds that would be needed for an appeal; and/or
 - not to appeal to the awarding body

Certificates

Certificates, when received from the awarding body, will be issued to candidates in November 2020.

Internal appeals procedure – Summer 2020

St Ursula's Convent School will:

- inform candidates of the arrangements for appeals prior to the issue of results and the accessibility of senior members of centre staff immediately after the publication of results by publishing this information on the school website and signposting to candidates via email
- appeal to an awarding body on a candidate's behalf if it believes the centre itself made an error when submitting a centre assessment grade or rank order information or if it believes an awarding body made a mistake when communicating a grade
- ask the candidate to provide written informed consent (informed consent via candidate email is acceptable) before an appeal is submitted to the awarding body (This summer, as candidates grades are protected and will not go down as a result of an appeal, the collection of candidate consent may not be deemed mandatory, although as good practice consent would confirm that a candidate is aware that an appeal is being submitted on their behalf)
- where relevant, advise an affected candidate to inform any third party (such as a university or college) that an appeal has been submitted to an awarding body

St Ursula's Convent School will not:

- seek any information the awarding body holds that would be needed for an appeal if it does not believe an awarding body made a mistake when communicating a grade
- appeal to an awarding body on a candidate's behalf if it does not believe the centre itself made an error when submitting a centre assessment grade or rank order information or if it does not believe an awarding body made a mistake when communicating a grade

An internal appeal may only be submitted to the centre where a candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision:

- not to seek any information the awarding body holds that would be needed for an appeal and/or
- not to appeal to the awarding body

An internal appeal should be submitted by:

- completing and submitting an internal appeals form (appendix A) and sending this to exams@stursulas.com **before 4pm on Wednesday 9th September 2020**. There is a very tight turnaround due to the awarding body's final deadline for an initial review on **Thursday 17th September 2020**.

The appellant will be informed of the outcome of the internal appeal as soon as a decision has been made, and in sufficient time for the centre to take any appropriate action, where the internal appeal may be upheld.

If the internal appeal is upheld by the centre, resulting in an appeal on the candidate's behalf being submitted to the awarding body:

- awarding body fees which may be charged for an appeal will be paid by the centre
- if the appeal is upheld by the awarding body, this fee will be refunded by the awarding body to the centre

Appendix A: Internal appeals form – Summer 2020

Summer 2020 awarding

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- Appeal against the centre's decision not to seek any information the awarding body holds that would be needed for an appeal
- Appeal against the centre's decision not to appeal to the awarding body

Name of appellant		Awarding body	
Candidate name if different to appellant		Qualification type Subject	

Please state the grounds for your appeal below:

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature:

Date of signature:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the **before 4pm on Wednesday 9th September 2020**

Complaints and appeals log

On receipt, all complaints/appeals are assigned a reference number and logged, in an electronic format, similar to the table below. Outcome and outcome date is also recorded.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date