

Grace Academy Darlaston

Summer 2020

Results and Appeals process (Examinations)

2019/20

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by:
Lindsay Prentice
Next Review Date:
October 2020

Key staff involved in the complaints and appeals procedure

Role	Name(s)
Head of centre	Carl Salt (Julie Anstey)
SLT members	Henry Holland
Exams officer	Lindsay Prentice

Purpose of the procedure

This procedure sets out the procedure by which Summer 2020 results will be distributed and what steps a candidate could take if they are unhappy with their results (for example to appeal any outcomes).

Centre assessment grades and rank orders

Grace Academy Darlaston has submitted provisional (centre assessment) grade(s) and rank order(s) to the relevant awarding body in accordance with the Ofqual guidance on Awarding qualifications in summer 2020 and in line with the awarding body instructions:

<https://www.gov.uk/government/publications/awarding-qualifications-in-summer-2020>

How centre assessment grades and rank orders were determined

In order to determine centre assessment grades and rank orders for Summer 2020, Grace Academy Darlaston used information from a balance of different sources of evidence:

- the professional experience of teaching staff was deployed to make a fair and objective judgement of the grade they believe a student is most likely to have achieved had they sat their exams this year
- Candidate's performance throughout the duration of their course was taken into account (PPEs, coursework, in-class assessments, classwork, etc.)
- Heads of Department and the Academy Leadership Team were also involved in review and moderation processes to ensure fairness and standardisation of methodology across all subjects/qualifications and teaching groups.

Upon request, Grace Academy Darlaston can provide additional details of the process to candidates in response to any queries, challenges or internal appeals from a candidate (or their parent/carer), including:

- the process deployed for each subject 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

Exam board standardisation

For the reason of fairness, awarding bodies are putting these grades through a standardisation process to ensure grading standards are consistent across all centres. The rank order of candidates will not be changed but the final grades candidates receive may be different to the centre assessment grade.

Candidate's right to view centre assessment grades and rank orders

In order to maintain the confidentiality of this process, Grace Academy Darlaston will not divulge provisional (centre assessment) grades, nor rank orders, with candidates or parents/carers before the issue of results. Grace Academy Darlaston 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.

As such, centre assessed grades will only be released after the issue of results and upon request by a candidate.

In order to request centre assessed grades:

- the candidate must complete the relevant form which can be found at the end of this policy, or a copy can be found on the Academy website or requested from reception. The completed form must be returned for the attention of the Data and Exams Manager.
- **Grace Academy Darlaston will release centre assessment grades no later than 04 September 2020 if a completed request is received on or before 01 September 2020. Any request received thereafter will be completed within 2 weeks of receipt of the request.**

The request to view rank orders or any other information regarding this process may inadvertently share other candidates' information. Therefore, any such requests would need to be considered as a separate Subject Access Request, which may need to be referred to our Data Protection Officer.

Issue of final grades

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

Final grades will be issued no earlier than 08:00am on results day(s) in August:

Date	Qualification type
13/08/2020	GCE (A Levels) and other Level 3 qualifications
20/08/2020	GCSE and other Level 1/2 qualifications

Grace Academy Darlaston will 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)

Grace Academy Darlaston will:

- organise results day(s) and will inform candidates of the arrangements in place for the collection of/access to their results:
 - results will be released via the Go4Schools student portal no earlier than 08:00:

<https://www.go4schools.com/students/Login.aspx?url=https%3a%2f%2fwww.go4schools.com%2fstudents%2fdefault.aspx%3fnla%3d0>

- candidates will be sent details of how to set up their account and access this system ahead of results day
- candidates are advised to test that they are able to access their Go4Schools account ahead of results day.
- Support will be available on results day should candidates who may have difficulties accessing results and candidates should contact Grace Academy Darlaston immediately to allow the appropriate member of centre staff to assist.
- ensure senior members of centre staff are available/accessible to candidates with whom a result/results may be discussed on results day and after
- 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

Candidates with concerns about results

At results time, Ofqual have provided information for candidates 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. The *National Careers Service Exam Results Helpline* offers advice each year for students who have not received the results they had hoped for. Ofqual will also make a helpline available to students and their parents or carers to talk about the appeals process and any other questions they may have about their results this summer.

- <https://www.gov.uk/guidance/your-results-what-next>
- <https://www.gov.uk/government/publications/student-guide-to-post-16-qualification-results-summer-2020>
- <https://www.gov.uk/government/publications/student-guide-to-appeals-and-malpractice-or-maladministration-complaints-summer-2020>
- <https://www.gov.uk/careers-helpline-for-teenagers>

Awarding bodies will also likely provide information for students about results. Grace Academy Darlaston will signpost you to any relevant information at results time.

If you have a concern about a grade you have been awarded, you can:

- ask Grace Academy Darlaston to check whether an error was made when submitting your centre assessment grade and rank order to the awarding body
- raise a complaint with a member of the Academy Leadership Team or the Data and Exams Manager 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 malpractice
- ask Grace Academy Darlaston to seek any information the awarding body holds in relation to how your final grade was calculated

- ask Grace Academy Darlaston to provide information about the opportunity to take an exam in the autumn series or other future series (certain qualifications only).

Arrangements for appeals

The arrangements for awarding qualifications in summer 2020 state that candidates can appeal their grades through their centre if they feel the process this summer was not followed correctly in their case.

As part of the appeals process, the candidate can:

- ask their centre to appeal on their behalf to an awarding body if there is evidence that leads a candidate to believe:
 - the centre made an error when submitting a centre assessment grade or rank order information
 - an awarding body made a mistake when calculating, assigning or communicating a grade

A candidate cannot:

- appeal against their centre assessment grades and position in the rank order
- appeal in respect of the process or procedure used by Grace Academy Darlaston in calculating the centre assessment grades and position in the rank order
- appeal directly in any respect to the awarding body (unless a private candidate)

Grace Academy Darlaston will therefore have in place a procedure that will:

- follow information provided by 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 prior to the issue of results by publishing details on the Grace Academy Darlaston website
- provide candidates with a statement of the arrangements promptly when requested
- seek any information the awarding body holds in relation to how final grades were calculated if there is a concern about any results
- submit an appeal to the awarding body on behalf of a candidate or candidates where appropriate
- collect consent from a candidate before any appeal is submitted to the awarding body.

Candidates considering appealing should alert Grace Academy Darlaston as soon as possible and at the latest by 04 September 2020 to allow the centre to consider the grounds on which an appeal could be made. A Candidate Consent form (available upon request) should be completed to do this.

If, after discussing options with Grade Academy Darlaston, it is determined that you have no grounds to appeal your results but you are still unhappy, you should consider the option of sitting your examination in the Autumn 2020 or Summer 2021 exam series (dependant on qualification).

A candidate could also 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

Appeals procedure

Grace Academy 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 details on the Grace Academy Darlaston website
- appeal to an awarding body on a candidate's behalf if it believes:
 - the centre itself made an error when submitting centre assessment grade or rank order information to the awarding body and has supporting evidence that confirms an error was made (and will submit its supporting evidence at the earliest stage and explain why data which the Head of Centre declared to be accurate is now considered incorrect)
 - the awarding body made a mistake in the operation of the standardisation model where the wrong data was used to calculate or assign results
 - the awarding body made an administrative error in the issuing of results
- ask the candidate to provide written informed consent (via the Candidate Consent form which can be found at the end of this document) before an appeal is submitted to the awarding body as the appeal could result in the final grade being lower than, higher than, or the same as the grade which was originally awarded
- only collect the above consent after the publication of results
- 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

Grace Academy Darlaston 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 calculating, assigning or 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 calculating, assigning or communicating a grade

An internal appeal can 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

Any such internal appeal should be submitted by completing an internal appeals form no later than 10 September 2020 (see form at the end of this policy).

The appellant will be informed of the centre's outcome of the appeal no later than 14 September 2020.

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 charged for an appeal may be requested to be paid to the centre by the appellant, before the appeal is submitted to the awarding body
- if the appeal is upheld by the awarding body, any fees incurred will be refunded by the awarding body

Autumn Exam Series

The autumn exam series is an opportunity for candidates who either were unable to receive a calculated grade in the summer, or who want to try to improve their grade, to sit their exams. Candidates should speak to Grace Academy Darlaston if they want to enter for the autumn exam series.

Candidates can choose to take as many subjects in the autumn as they want to, all subjects do not need to be sat. However, if candidates do want to take a particular subject, they will need to take all the exam papers in that subject as usual.

If an appeal is considered, but an unsuccessful appeal outcome received (or candidates are worried that appeals may be unsuccessful), candidates should also consider the opportunity to sit an exam in the Autumn 2020 or other future exam series.

In order to request Grace Academy Darlaston entry for the Autumn exam series, candidates will need to complete a 'Candidate Entry Request Form' (see end of this policy) and return this ahead of the below deadlines:

- **AS and A-level: 1 September**
- **GCSE (except English Language and Mathematics): 11 September**
- **GCSE (English Language and Mathematics): 25 September**

There is no opportunity to sit exams for other vocational or BTEC subjects offered in Autumn 2020. Candidates should speak to Grace Academy Darlaston to confirm possible options if they are not happy with the results in any of these subjects. Some candidates will be able to sit the exam in the next available exam series (for example, January, March or June) dependant on the pathway.

Certificates

When received from the awarding body, certificates can be issued to candidates via collection at reception. A notice will be posted on Grace Academy Darlaston's website and/or social media when certificates are ready for collection. Certificates must be signed for by candidates upon collection and proof of identity can be requested. Written permission to collect is also required to be shown by any person collecting certificates on behalf of the candidate.

Reference publications

Ofqual

[Awarding qualifications in summer 2020](#)

[Decisions on exceptional arrangements for assessment and grading in 2020](#) GCSEs, AS, A levels, Extended Project Qualifications and the Advanced Extension Award in maths

[Decisions on exceptional arrangements for assessment and grading in 2020](#) Vocational, technical and other general qualifications

[Extraordinary regulatory framework: General Qualifications, COVID-19 Conditions and Requirements](#)

[Extraordinary regulatory framework: VTO, Covid-19 Conditions and Requirements](#)



REQUEST OF JUNE 2020 CENTRE ASSESSED GRADES

CANDIDATE DATA REQUEST FORM

INFORMATION FOR CANDIDATES

Grace Academy Darlaston will not divulge provisional (centre assessment) grades to candidates or parents/carers before the issue of results on results day.

If you wish to view your centre assessed grades, please complete this form outlining which centre assessed grades you wish. You must sign this form (this can be an electronic, handwritten or typed signature) before returning.

The completed form must be returned to Miss Prentice no later than **01 September 2020** if candidates are considering an appeal of final grades. This is to ensure sufficient time to complete the request before the exam board appeal deadline.

REQUEST DETAILS

I have read the above and would like to make the following request:

Candidate Number		Candidate Name	
Subject Requested: <i>write all subjects requested here</i>			

I understand that I will be alerted by Grace Academy Darlaston when the requested centre assessment data is available to collect from reception.

Candidate Signature		Date	
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This form will be retained on the centre's files for at least six months.

FOR CENTRE USE ONLY	
Date received	
Date Completed	



REQUEST TO SIT EXAMINATIONS IN AUTUMN 2020

CANDIDATE REQUEST FORM

INFORMATION FOR CANDIDATES

If you are unhappy with your Summer 2020 result, you may wish to consider sitting the exam in October 2020. In order for you to request entry for this exam series, please complete the below form detailing all qualifications/subjects you wish to be entered for.

The completed form must be returned for the attention of the Data and Exams Manager by:

- AS and A-level: 01 September
- GCSE (except English Language and Mathematics): 11 September
- GCSE (English Language and Mathematics): 25 September

REQUEST DETAILS

I have read the above and would like to make the following request:

Candidate Number	Candidate Name
Qualification level and subject(s) requested for entry:	

I approve to being entered for the Autumn exam series and provide the below details to ensure that Grace Academy Darlaston are able to contact me with regards to information surrounding the Autumn exam series.

Candidate Email	
Candidate Contact No.(s)	
Candidate Signature	Date
ALT Approval	Date

This form will be retained on the centre's files for at least six months.

FOR CENTRE USE ONLY	
Date received	
Date entry made	



FOR CENTRE USE ONLY	
Date received	
Reference No	

INFORMATION FOR CANDIDATES

The following information explains what may happen during the appeals process.

If your school or college submits an application for an appeal on your behalf after your subject grade has been issued, there are three possible outcomes:

- Your original calculated grade is lowered, so your final grade may be lower than the original grade you received.
- Your original calculated grade is confirmed as correct, so there is no change to your grade.
- Your original calculated grade is raised, so your final grade may be higher than the original grade you received.

If you wish for an appeal to be considered, in order to proceed, you must sign the form below (this can be an electronic, handwritten or typed signature) and return no later than **04 September 2020**. This tells the Head of Centre that you have understood what the outcome might be, at any stage of the appeals process, and that you give your consent to the appeal being submitted.

REQUEST DETAILS

I have read the above and would like to make the following request:

Centre Number	20821	Centre Name	Grace Academy Darlaston	
Candidate Number		Candidate Name		
Awarding Body		Qualification Level		
Subject Title		Component / Unit		
Reason for Request/details of enquiry				

CANDIDATE CONSENT

I give my consent to the head of my school or college to start the appeals process for the subject(s) listed above. In giving consent I understand that the appeals process could lead to my final calculated subject grade being lower than, higher than, or the same as the result which was originally awarded for this subject.

Candidate Signature		Date	
ALT Approval		Date	
Head of Centre Approval		Date	

This form must be completed in full. An incomplete form will be returned to appellant. *This form will be retained on the centre's files for at least six months following the outcome of the appeal.*

