

Grace Academy Darlaston

Summer 2021

Results and Appeals process (Examinations)

2020/21

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by:
Kerry Wadelin- Clarkson & Lindsay Prentice
Next Review Date:
October 2021

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 2021 results will be distributed and what steps a candidate could take if they are unhappy with their results (for example to appeal any outcomes).

Teacher Assessed Grades

Grace Academy Darlaston has submitted (teacher assessment) grade(s) to the relevant awarding body in accordance with the Ofqual guidance on Awarding qualifications in Summer 2021 and in line with the awarding body instructions:

<https://www.gov.uk/government/publications/awarding-qualifications-in-summer-2021/awarding-qualifications-in-summer-2021>

Specific guidance released by the Joint Council for Qualifications, for students and parents has also been released:

<https://www.jcq.org.uk/wp-content/uploads/2021/03/JCQ-Guidance-for-Students-and-Parents-on-Summer-2021.pdf>

How Teacher Assessed Grades are determined

In order to determine a teacher assessed grade for Summer 2021, Grace Academy Darlaston used information from a balance of different sources of evidence:

- The candidate's performance is assessed through the completion of a number of Exam Condition Assessments ('ECAs').
- The candidate's performance throughout internal units or coursework tasks, where these form part of the course.
- In circumstances where further evidence was required, evidence from previous PPEs and in-class assessments may have been considered.
- Heads of Department and the Academy Leadership Team were involved in the 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 the teacher assessed grades
- a summary of the evidence and data used to make objective and professional judgements
- the standardisation process of teacher assessed grades
- 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 and head of centre sign-off
- any errors reported by an awarding body after the submission of information and details of how these were resolved

Exam board quality assurance

Exam boards will publish requirements for schools' and colleges' quality assurance processes and will review all schools' and colleges' quality assurance processes before they submit grades.

For the reason of fairness, once submitted, awarding bodies put grades awarded by teachers through a quality assurance process and then finalise grades with centres. As part of this, exam boards will complete checks of the evidence for a sample of student grades in a sample of subjects, in a sample of schools and colleges over June and July. Exam boards may ask Grace Academy Darlaston to investigate the grades submitted if they do not meet expectations or suspect malpractice during this quality assurance processes.

Candidate’s right to view teacher assessed grades

In order to maintain the confidentiality of this process, Grace Academy Darlaston will not divulge teacher assessed grades with candidates or parents/carers before the issue of results. Grace Academy Darlaston understands that any inappropriate disclosure of teacher assessed grades before the issue of results will be investigated by awarding bodies as potential malpractice.

Issue of final grades

A candidate’s statement of results (results slips), certificates and final grades will appear in the same way as in previous years.

Final grades will be issued no earlier than 08:30am on results day(s) in August:

Date	Qualification type
10/08/2021	GCE (A Levels) and other Level 3 qualifications
12/08/2021	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 08:30:
 - Candidates will be sent details of how to set up their account and access this system ahead of results day
<https://www.go4schools.com/students/Login.aspx?rurl=https%3a%2f%2fwww.go4schools.com%2fstudents%2fdefault.aspx%3fnla%3d0>
 - 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

Grace Academy Darlaston can provide 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

- <https://www.gov.uk/guidance/your-results-what-next>
- <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.

Every student will also have the right to appeal their grade if they so wish. Further details regarding appeals

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 2021 state that candidates can appeal their grades through their centre if they feel an error has been made in determining their grade or processes have not been followed.

Before a grade is submitted, Grace Academy Darlaston will make students aware of the evidence they are using to assess them. If a student wishes to appeal before the release of results, Grace Academy Darlaston will undertake an initial process review to check all processes were followed correctly and no errors were made. If the outcome is that an error is found, Grace Academy Darlaston can submit a revised grade to the exam board.

Following the release of results, there will be a window for students who believe their grade is wrong to raise an appeal.

Exam boards will support schools and colleges in prioritising appeals where their outcome will determine a student's ability to progress to their next stage of education or training.

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 a procedural error when calculating a centre assessment grade
- The centre made an administrative error when submitting a centre assessment grade
- An awarding body made a mistake when assigning or communicating a grade

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 information of the arrangements promptly when requested
- Seek any information the awarding body holds if applicable
- 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 the deadlines confirmed below.

If, after discussing options with Grace 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 2021 or Summer 2022 exam series (dependant on qualification).

Priority Appeals

If you have a place at university that is dependent on your appeal, candidates are advised to inform the university so they can decide how to handle any offers. Candidates will also need to make it clear to Grace Academy Darlaston so that the review and/or appeal can be prioritised.

Review and Appeals procedure

The process for requesting a review or appeal is as below.

It is important for candidates to understand that there are three possible outcomes of any request for review or appeal:

- The original teacher assessed grade is *lowered*, so your final grade will be lower than the original grade awarded and candidates will not be able to revert back to the higher grade once a review/appeal has been requested
- The original teacher assessed grade is *confirmed*, so your final grade will not change
- The original teacher assessed grade is *increased*, so your final grade will be higher than the original grade awarded

Candidates will be required to confirm that they understand this when making any requests. Appeals are not likely to lead to adjustments in grades where the original grade is a reasonable exercise of academic judgement supported by evidence.

Requests can be made before the release of results should the candidate believe there is reason to do so. All requests both before and after results release, must be made in line with the below process and deadlines.

Pre-Review/Appeal - Request evidence: The purpose of this stage is to allow you to understand what evidence was used in order to determine your grade. To request evidence candidates should complete a '2021 TAG data request form', which can be found on the Grace Academy Darlaston website or can be requested by contacting the Data and Exams Manager. Once completed, please return this request form to henryholland@darlaston.graceacademy.org.uk and lindsayprentice@darlaston.graceacademy.org.uk, or directly to the Academy. This evidence can be requested ahead of results day.

To help candidates decide whether to request a review or appeal, a request can be made for Grace Academy Darlaston to share the following information:

- Centre Policy
- the sources of evidence used to determine grades along with any grades/marks associated with them (some of this data may not be released until after results release due to confidentiality in of the teacher assessed grade process)
- details of any special circumstances that have been taken into account when determining grades, e.g. access arrangements, mitigating circumstances such as illness

Stage one - Request a centre review: If candidates think they have been issued with an incorrect grade, or suspect an administrative or procedural error, they can appeal to Grace Academy Darlaston, who will review whether:

- an administrative error was made, e.g. submitted an incorrect grade; used an incorrect assessment mark when determining grades.
- did not apply a procedure correctly, e.g. did not follow the Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness.

If a student wishes to appeal the evidence used to determine a grade, Grace Academy Darlaston will undertake an initial process review to check all processes were followed correctly and no errors were made.

To request a centre review, candidates should complete a '2021 TAG data request form', which can be found on the Grace Academy Darlaston website or can be requested by contacting the Data and Exams Manager. Once completed, please return this request form to henryholland@darlaston.graceacademy.org.uk and lindsayprentice@darlaston.graceacademy.org.uk, or directly to the Academy. This evidence can be requested ahead of results day.

If an error is found, a revised grade can be submitted to the exam board.

Stage two -Appeal to the Exam Board: If candidates still do not think the correct grade has been awarded after the centre review is complete, you can ask Grace Academy Darlaston to appeal to the exam board. This stage may only be requested once the centre review (stage one) has been requested and concluded. During an appeal, the exam board will review whether:

- an unreasonable exercise of academic judgement was made in the choice of evidence from which grades were determined and/or in the determination of grades from that evidence. An unreasonable judgement is one that is not supported by evidence.
- procedures were not applied correctly, e.g. Centre Policy was not followed, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness.
- the exam board made an administrative error, e.g. grades were changed during processing.

Candidates will need to submit this appeal request to Grace Academy Darlaston and give written consent to conduct the appeal or submit it to the exam board using the relevant forms. These forms can be found on the Grace Academy Darlaston website or will be available from the Data and Exams Manager upon request. Please return completed forms to henryholland@darlaston.graceacademy.org.uk and lindsayprentice@darlaston.graceacademy.org.uk, or directly to the Academy.

Deadlines to submit requests are as follows:

Action	Priority Requests	Non-Priority Requests
Candidate deadline to request centre review (Stage 1)	16 August 2021	03 September 2021
Grace Academy internal deadline to complete centre review (Stage 1)	18 August 2021	10 September 2021
Candidate to confirm if wishes to appeal further to the exam board (Stage 2)	19 August 2021	13 September 2021
Grace Academy Darlaston deadline to submit appeal to exam board (Stage 2)	23 August 2021	17 September 2021

In cases of disagreement between the centre and the exam board, or if the candidates disagrees with the centre or the exam board, the case can be referred to Ofqual’s Exams Procedure Review Service (EPRS) for AS, A-Level or GCSE subjects, or a complaint submitted to Ofqual for BTEC qualifications. The exam board’s decision on the grade following appeal will stand unless the EPRS finds that the exam board has made a procedural error.

Autumn Exam Series

The Autumn exam series is an opportunity for candidates who either were unable to receive a Teacher assessed 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, and 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 2021 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 to lindsayprentice@darlaston.graceacademy.org.uk or directly to the Academy ahead of the below deadlines:

- **AS and A-level: 01 September**
- **GCSE: 10 September**

There is no opportunity to sit exams for other vocational or BTEC subjects offered in Autumn 2021. 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 may 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.

