



# **Summer 2020**

## **Results and Appeals process**

## Information for Centre

### Results and Appeals

#### Centre assessment grades and rank orders

Woodlands 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
- will divulge final grades (which, for each qualification, will be either the centre assessment grade or the exam board assessed grade – whichever is higher) on results day (20<sup>th</sup> August) at 8.00am. These will be sent to candidates via their school e-mail address.
- will, upon formal request, divulge centre assessment grades for component units, where the awarding body of a qualification requested that centres provide assessment grades in this way
- will, upon formal request and strictly on a case-by-case basis, take into consideration disclosing a candidate's rank ordering and centre assessment grade, but only if the school is satisfied this protects the personal data of all other candidates.

#### Exam board awarded grades

Woodlands School will:

- issue results in accordance with the *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

Woodlands School will:

- organise results day and inform candidates of the arrangements in place for the collection of/access to their results
- 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

Woodlands School 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 providing information on the school website

- seek any information the awarding body holds in relation to how exam board awarded 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 it is believed:
  - the centre itself made an error when submitting a 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 results
  - the awarding body made an administrative error in the issuing of results
- collect consent from a candidate before any appeal is submitted to the awarding body.

### **Further appeals procedure**

Woodlands School will provide a process for a candidate to further 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 appeals from a candidate (or their parent/carer) Woodlands School will provide records detailing:

- 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
- 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

#### **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](#)

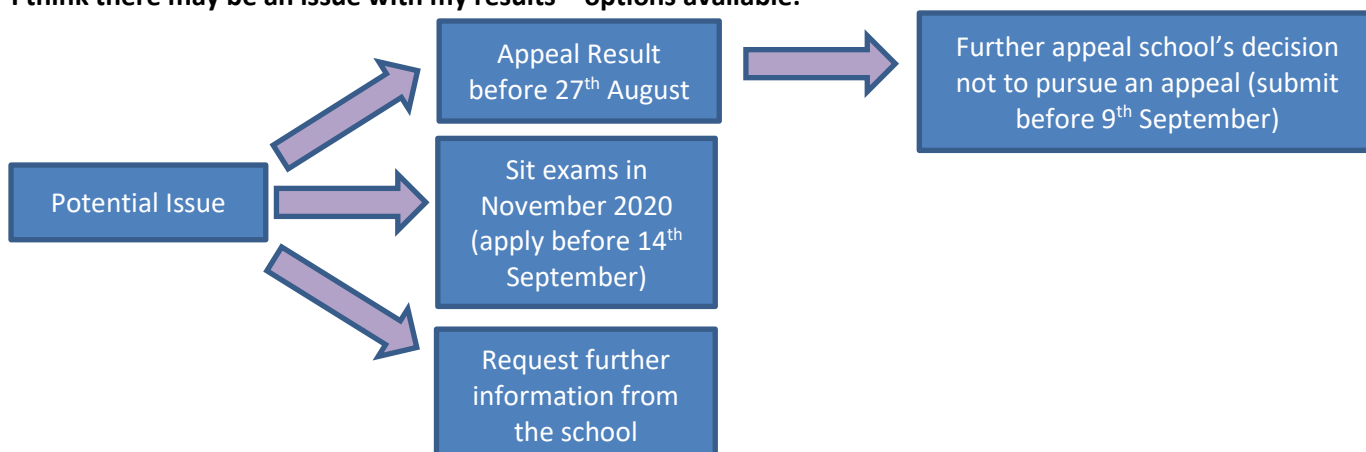
## Information for Candidates

### Results, Appeals and Certificates

#### Quick Guide – I wish to...

- Request further information about centre assessment grades, or information about rankings. **Click here:** [Form 1 - Information Request Form](#)
- Appeal the final grade I have received. **Click here:** [Form 2 - Initial Appeal Submission Form](#) (submit appeal before 27<sup>th</sup> August)
- Apply to sit my exams in a certain subject. **Click here:** [Form 3 - Request to Sit Exams](#) (apply before 14<sup>th</sup> September)
- Further appeal the school's decision to reject my initial appeal. **Click here:** [Form 4 - Further Appeal Centre's Decision](#) (submit before 9<sup>th</sup> September)

#### I think there may be an issue with my results – options available:



#### Centre assessment grades and rank orders

Woodlands School has submitted provisional (centre assessment) grade(s) and rank order(s) to the relevant awarding body in accordance with the Ofqual guidance<sup>1</sup> on *Awarding qualifications in summer 2020* and in line with the awarding body instructions.

<sup>1</sup> <https://www.gov.uk/government/publications/awarding-qualifications-in-summer-2020>

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 exam board awarded grades candidates received may be different to the centre assessment grade. **However, the government have recently announced that awarding bodies will consider both a candidate's centre assessment grade and exam board assessed grade and will provide, as the candidate's final official grade, whichever is the higher of the two.**

#### Exam board awarded grades

On Thursday 20<sup>th</sup> August, candidates will receive their final grades (except in a very small number of non-GCSE courses, which will be provided the following week). The final grade candidates will receive will be either their centre assessment grade or the exam board assessed grade – whichever is the higher of the two. The final grades candidates receive on results day are their official grades.

Final will be issued on results day(s) in August as follows:

Date	Qualification type
20/08/2020	GCSE and other Level 1/2 qualifications
During w/c 24/08/2020	A small number of non-GCSE, Level 1/2 qualifications

### Arrangements for results day(s)

Candidates will receive their final grades via their school e-mail address at 8.00am on 20<sup>th</sup> August, 2020. Candidates will receive a text both one week and one day before their results are released to remind them to log into their school e-mail address.

As part of the e-mail received from the school, candidates will find attached a letter from the Head Teacher, as well as a PDF which details their final grades. For each qualification, the final grades candidates will receive will be either their centre assessment grade or the exam board assessed grade – whichever is the higher of the two.

Members of the pastoral team will be available in person on results day to provide support to any candidates who feel stressed or anxious following their results. Candidates can telephone the school to arrange a face-to-face meeting with a member of the pastoral team on results day.

Members of the extended leadership team will be available on results day to take phone calls from candidates and provide advice regarding entry to post-16 courses qualifications. Candidates are free to contact the school directly via telephone, but the leadership and pastoral teams will actively make telephone contact with candidates who may have received results which do not meet the entry requirements of their chosen course and post-16 destination. Candidates will be able to book meetings to meet with either the leadership or pastoral teams in person in school, to gain careers or pastoral support on the day if they should require this. A member of the Connexions careers support team will also be available for face-to-face meetings at the school throughout the day. Candidates will need to contact the school via telephone to arrange these meetings.

Members of the Senior Leadership Team will be available in person on results day to discuss results with candidates and provide advice on possible actions the candidate may wish to take, such as appealing their final grades, applying to sit exams on a particular course, or requesting further information. Candidates will be able to book these meetings by telephoning the school; they must book ahead. Bookings are available from 8.40am.

As part of the e-mail candidates receive containing their exam results, a link will also be provided to the area of our website which provides further information on results and appeals.

If a candidate wishes Woodlands School to appeal either their final grade on their behalf, they should click here and complete this online form: [Form 2 - Initial Appeal Submission Form](#) (a candidate must submit an appeal **before Thursday 27<sup>th</sup> August**)

If a candidate wishes to formally request information regarding rankings or their Centre Assessment Grades, they should click here and complete this online form: [Form 1 - Information Request Form](#)

All formal requests for information will be considered on a case-by-case basis and will only be granted if the school is satisfied that granting the request protects the personal data of all other candidates.

If a candidate wishes to apply to sit their exams in a particular subject in the November 2020 examination series, they should click here and complete this online form: [Form 3 - Request to Sit Exams](#) (the deadline to submit requests to sit exams is **Monday 14<sup>th</sup> September, 2020**).

## Concerns about your results

At results time, Ofqual will be providing information for students 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*<sup>2</sup> offers advice each year for students who have not received the results they had hoped for, and support will be provided via telephone and in school by school leaders and a member of the Connexions careers support team. 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.

<sup>2</sup> <https://www.gov.uk/careers-helpline-for-teenagers>

Awarding bodies will also likely provide information for candidates about results. Woodlands School will signpost you to any relevant information at results time via the school website.

If you have a concern about a grade you have been awarded, you have the following options available:

- request that Woodlands School check whether an error was made when submitting your centre assessment grade and rank order to the awarding body
- raise a complaint with Mr Roberts, Deputy Head Teacher, 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
- request information the awarding body holds in relation to how your exam board awarded grade was calculated after the centre assessment grade was received by the awarding body
- request to sit an exam in the November 2020 exam series

## Arrangements for appeals

The arrangements for awarding qualifications in summer 2020 state:

Candidates can appeal their grades through their centre if they feel the process this summer was not followed correctly in their case.

A 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 the exam board awarded grade

**TO APPEAL A RESULT, A CANDIDATE SHOULD CLICK HERE AND COMPLETE THIS ONLINE FORM: [Form 2 - Initial Appeal Submission Form](#)** (a candidate must submit an appeal **before Thursday 27<sup>th</sup> August**)

- further 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

**TO FURTHER APPEAL THE SCHOOL'S DECISION ON AN INITIAL APPEAL REQUEST, A CANDIDATE SHOULD CLICK HERE AND COMPLETE THIS ONLINE FORM: [Form 4 - Further Appeal Centre's Decision](#)** (a candidate must submit a further appeal **before Wednesday 9<sup>th</sup> September**)

A candidate cannot:

- appeal against their centre assessment grades and position in the rank order, unless they have evidence of bias, discrimination, malpractice or maladministration
- appeal in respect of the process or procedure used by Woodlands School in calculating your centre assessment grades and position in the rank order
- appeal directly in any respect to the awarding body

### **Sitting Exams**

Candidates can sit examinations for any course where they feel they could improve their performance in the November 2020 exam series. Candidates will be awarded a grade based on written exams only and no non-exam assessment will contribute to final grades, with the exception of Art and Photography.

Candidates will be charged the fee provided by the awarding body to sit a course's exams and will need to pay this fee to Woodlands School before an application to sit the exams can be accepted. However, upon successful completion of the exams, Woodlands School will reimburse the full fee back to the candidate.

***TO APPLY TO SIT EXAMINATIONS, CANDIDATES SHOULD CLICK HERE AND COMPLETE THIS ONLINE FORM: [Form 3 - Request to Sit Exams](#)***

The deadline to submit requests to sit exams is **Monday 14<sup>th</sup> September, 2020**.

### **Certificates**

Certificates, when received from the awarding body, will be issued to candidates in person over a series of afternoons to ensure social distance guidelines are adhered to. Candidates will be invited in to collect their certificates on different days, dependent upon their surname. The dates for collection will be sent out via the candidate's school e-mail address, along with a text message to parents/carers advising that this e-mail has been sent.

It is the candidate's responsibility to come in to collect the certificates on the nominated day. If this is not possible, they will need to arrange an alternative date with the exams officer within the 12 month retention period. If this is not possible the candidate must make arrangements for a nominated adult to collect the certificates on their behalf. The candidate must write to the exams officer with signed consent outlining who the adult is they are giving permission to collect their certificates. The nominated person must present a valid form of photo ID at collection.

## Appeals procedure

### Initial Appeal

Woodlands 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 providing this *Information for candidates – Results, Appeals and Certificates* notice/document on the school website.
- 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 calculating, assigning or 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 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 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
- provide a response to a candidate's initial appeal submission by **Wednesday 2<sup>nd</sup> September**.

If an appeal is submitted on the candidate's behalf, by Woodlands School, to the awarding body, the government have announced that the fee of the appeal will *not* be paid by the candidate.

Woodlands 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 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 initial appeal should be submitted by:

- Clicking here and completing this online form: [Form 2 - Initial Appeal Submission Form](#) (a candidate must submit an appeal **before Thursday 27<sup>th</sup> August**)

### Further Appeal

A further 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 pursue an appeal to the awarding body

A further appeal should be submitted by:

- Clicking here and completing this online form: [Form 4 - Further Appeal Centre's Decision](#) (a candidate must submit a further appeal **before Wednesday 9<sup>th</sup> September**)

The appellant will be informed of the outcome of this further appeal by **Monday 14<sup>th</sup> September**.



If the further appeal is upheld by the centre, resulting in an appeal on the candidate's behalf being submitted to the awarding body, the government have announced that the fee of the appeal will *not* be paid by the candidate.