



Summer 2020 Results and Appeals Process

Policy created: September 2020

This policy has been approved by Directors and the Operational Board

Results and Appeals

Centre Assessment grades and rank orders

The Skills for Life Trust

- Will not divulge Centre Assessed 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

Final grades

The Skills for Life Trust will:

- Issue results in accordance with the centre's *Information for Candidates – Results, Appeals and Certificates* document (detailed on pages 4-5)
- 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)

The Skills for Life Trust will:

- Organise results day(s) 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 allowing them to discuss 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 results was not properly produced, including access to appeal.

Arrangements for appeals

The Skills for Life Trust 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
- 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 candidates or candidates where it is believed:
 - The centre itself made an error when submitting Centre Assessed Grades 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.

Internal appeals procedure

The Skills for Life Trust 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 the appeal to the awarding body

How Centre Assessed Grades and rank orders were detemined

To respond to anty queries, challenges or internal appeals from a candidate (or their parent/carer) The Skills for Life Trust will provide records detailing:

- The process deployed for each subject in calculating Centre Assessed Grades and ranking for all candidates within each grade (or within the cohort where this was required by a particular qualification type)
- 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 the Head of Centre sign-off and submission of the declaration to awarding bodies

- Any errors reported by an awarding body after 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

[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: VTQ, COVID-19 Conditions and Requirements](#)

Results, Appeals and Certificates

Centre Assessment grades and rank orders

The Skills for Life Trust has submitted Centre Assessed Grades and rank orders to the relevant awarding body in accordance with the Ofqual guidance¹ on *Awarding qualifications in Summer 2020* and in line with the awarding body instructions.

¹ <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 final grades candidates receive may be different to the Centre Assessed Grade.

Final grades

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

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

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

Arrangements for results day(s)

A Level results will be available to students on **Thursday 13th August**. Due to the on-going health crisis, students will be invited to their base school to collect their results, girls invited to Walderslade Girls School and boys to Greenacre Academy. Plans are, weather depending, to issue results outside but students have been written to so they know procedures if they are unable to attend.

GCSE results will be available to students on **Thursday 20th August**. Due to the on-going health crisis, we will, weather depending, issue results outside in the playground of the school premises. Students have been invited in across one of two time slots.

If students for either results day are unable to attend then they have been informed they can:

- write a letter authorising somebody else to collect provisional results on their behalf. The letter must be sent to school before the end of term or be given to the person who will be collecting their provisional results on the day. The letter must be signed by themselves. Provisional results will not be issued to another person without the necessary letter of authority. Any person collecting provisional results on their behalf MUST have some form of photo identification.
- Send a SAE envelope, marked FAO of the Schools Exam Officer, to the main reception and their results will be posted to them.

Concerns about your results

Emails will be sent to students prior to their exam results day which will contain information from Ofqual that sets out how their grades have been calculated this year and the options available if they believe their results were not properly produced, including access to appeal. The *National Careers Service Exam Results Helpline*² 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/carers to talk about the appeals process and any other questions they may have about their results this summer.

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

Awarding bodies will also likely provide information for students about results, which The Skills for Life Trust will signpost any relevant information at results time.

If a student has a concern about a grade they have been awarded they can email their exams officer;
Greenacre Academy – Mrs Parkhill petrs002@sflt.org.uk
Walderslade Girls School - Exams Team wgsexams@sflt.org.uk

- Check whether an error was made when submitting their Centre Assessment Grade and rank order to the awarding body
- Raise a complaint with their Exams Officer/Team if they feel they have evidence of bias or that they were discriminated against; they can also pass such evidence on to the awarding body who can investigate for potential malpractice
- Seek any information the awarding body holds in relation to how their final grade was calculated
- Provide information about the opportunity to take an exam in the Autumn series or in Summer 2021

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 Assessed Grade or rank order
 - An awarding body made a mistake when calculating, assigning or communicating a grade
- 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 the awarding body
- A candidate cannot:
 - Appeal against their Centre Assessed Grade and position in the rank order
 - Appeal in respect of the process or procedure used the The Skills for Life Trust in calculating their Centre Assessed Grade and position in the rank order
 - Appeal directly in any respect to the awarding body

Certificates

Certificates, when received from the awarding body, will be issued to candidates. We will notify students of how this will happen via email.

Internal appeals procedure

The Skills for Life Trust 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
- Appeal to an awarding body on a candidate's behalf if it believes the centre itself made an error when submitting a Centre Assessed Grade or rank order information or is 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.

The Skills for Life Trust 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 Assessed 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 may be submitted to the centre where a candidate (or their parent/carer) believes there are grounds to appeal against a centre's decision:

- Not to seek any information the awarding body holds that would be needed for an appeal
- Not to appeal to the awarding body

The candidate 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:

- Where applicable, the centre will request information the awarding body holds that would be needed for an appeal within the time period set by the awarding body
- Where applicable, the centre will submit an appeal on the candidate’s behalf to meet the awarding body’s deadline for appeals

Internal appeals form

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:

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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	
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This form must be signed, dated and returned to the exams officer on behalf of the Head of Centre to the timescale indicated in the internal appeals procedure

Complaints and appeals log

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

Ref No.	Date received	Complaint or appeal	Outcome	Outcome date

