

Summer 2020

Results and Appeals process

(This process is only valid for the Summer 2020 exam series)

Information relating to the appeals procedure may be subject to change on the publication of JCQ/awarding body information on appeals

Revised 20th August 2020

Information for Centre

Results and Appeals

Centre assessment grades and rank orders

Isle of Wight Education Federation:

- 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
- Requests for access to their rankings must be made in writing or by email to the Data Officer, Debbie Fineran by the candidate.
- **Final grades**

Isle of Wight Education Federation 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)

Isle of Wight Education Federation 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 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

Isle of Wight Education Federation 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 making the information available on the centre websites
- 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 it is believed:

- 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 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

Isle of Wight Education Federation 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) Isle of Wight Education Federation 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
- 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

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

Information for Candidates

Results, Appeals and Certificates

Centre assessment grades and rank orders

Isle of Wight Education Federation has submitted provisional (centre assessment) 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>

Final grades

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

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

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)

The Island VI Form

Results for all external exams will be available to collect from the VI Form between 8.30am and 12.00pm on Thursday 13th August 2020.

Results must be collected by the student in person. If any other person (including family members) needs to collect results, written authorisation from the student must be received by the VI Form prior to results day. Results cannot be provided over the phone.

Candidates who do not collect their results will receive notification through the normal post.

Further details on the procedure for collection will be given closer to the time, following government guidance. Centre staff will be available to discuss results and/or give advice.

Please note that these arrangements may be subject to change.

Updates will be posted on the school website and Federation newsletter.

Carisbrooke & Medina

Results for all external exams will be available to collect from the school between 9.30am and 11.30am on Thursday 20th August 2020.

Results must be collected by the student in person. If any other person (including family members) needs to collect results, written authorisation from the student must be received by the school prior to results day. Results cannot be provided over the phone.

Candidates who do not collect their results will receive notification through the normal post.

Further details on the procedure for collection will be given closer to the time, following government guidance. Centre staff will be available to discuss results and/or give advice.

Please note that these arrangements may be subject to change.

Updates will be posted on the school website and Federation newsletter.

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*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 or 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. Isle of Wight Education Federation 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 the Exams Officer to:

- check whether an error was made when submitting your centre assessment grade and rank order to the awarding body
- raise a complaint with the Head of Centre 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
- seek any information the awarding body holds in relation to how your 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:

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 exam board 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
 - 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 available for candidates to collect from the centre reception. Information will be posted on the website when they are available to collect. Certificates not collected within 3 years of a candidates leaving will be destroyed.

Internal appeals procedure

Isle of Wight Education Federation 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 issuing this *Summer 2020 – Results and Appeals Process* document and the proposed information from Ofqual and JCQ
- 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 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

Isle of Wight Education Federation 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 should be submitted by:

- completing and submitting an **internal appeals form** to the centre prior to 11th September 2020. 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:

- the centre will submit an appeal on the candidate's behalf to meet the awarding body's deadline for appeals

Where a candidate is not satisfied by the outcome they should follow the official school's complaints procedure.

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.	

- Request an explanation of how the school made its judgement and the evidence it relied on.
- Request to check whether an administrative error was made when submitting information to the exam board.
- Request the appeal to the exam board if the school believes the exam board made a mistake communicating grades.
- Appeal based on evidence of bias or discrimination.

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:

Closing date for appeals: 11 September 2020

