



Callington Community College

**Summer 2021
Results and Appeals Process**

July 2021

A helpful reminder of the information shared previously

Preparation for Teacher Assessed Grades (TAG)

In line with the expectation in JCQ (Joint Council for Qualifications) guidance, we have written a detailed centre policy that makes our approach to all aspects of TAG generation clear to all. This policy has been followed by all teaching staff involved in the process and has been published on the College website. Curriculum Leaders have been working with their subject teams to decide on and/or generate assessment tasks that have taken place in classrooms and that have been conducted in a much shorter period of time than the exams that have been cancelled. These assessment tasks have featured at least some aspects of the materials that were provided by awarding bodies on 31 March 2021 across each of our subjects. All teaching staff have taken part in training on unconscious bias. Our approach is based upon taking steps to ensure that we do all we can to remove the potential for bias of any sort to play a role in the determination of grades. No one teacher is solely responsible for the determination of a TAG and teachers are working collaboratively to ensure that the grades are fair. Standardisation and moderation plays a key role, as does the approach to marking which has involved blind marking (where papers are marked anonymously) and marking and moderation undertaken by a range of teachers.

In order to make a holistic judgement, the range of evidence is considered in the context of the grade descriptors provided by JCQ/the awarding bodies.

Evidence used to determine a Teacher Assessed Grades

In order to determine a Teacher Assessed Grade, we are making a holistic judgment for each individual across a range of evidence. Records of each student's standard of work over the course of study which include:

- Student work produced in response to assessment materials provided by the exam board.
- Student work produced in response to the groups of questions provided to support evidence gathering this summer, or similar materials such as practice or sample papers.
- Non-exam assessment (NEA) work (often referred to as coursework), even if this has not been fully completed.
- Substantial class or homework (including those that took place during remote learning), internal tests taken by students.
- Records of a student's capability and performance over the course of study in performance-based subjects such as music and PE.
- For vocational qualifications – evidence from completed units including examined components that have been sat previously.

In May we asked students to confirm that they understand how their grades will be awarded through completion of a 'Candidate Confirmation' form.

Please refer to the College portal that can be found on the main College website containing all the guidance, documentation and information shared with students and parents/carers detailing

the processes involved in the generation of the teacher assessed grades for the candidates contained in the Summer 2021 cohort.

Reference publications

[Awarding-qualifications-in-summer-2021](#)

[General-qualifications-alternative-awarding-framework](#)

[Regulatory framework for the awarding of VTQ.pdf](#)

[JCO Appeals-Guidance Summer-2021.pdf](#)

Results and Appeals

Teacher assessed grades

Callington Community College:

- will not divulge Teacher Assessed Grades, with candidates or parents/carers before the issue of results
- understands that any inappropriate disclosure of Teacher Assessed Grades information before the issue of results will be investigated by awarding bodies as potential malpractice
- provide students with their final examination grades as per the timeline for Summer 2021 with Key stage 5 (10 August) and Key stage 4 (12 August) results being available via the College Gateway communication system. Should students/parents/carers feel the grade awarded is incorrect please refer to the details below regarding being provided with the required documentation to submit a centre review and subsequent appeal to the awarding organisation if required.

Final grades

Callington Community College will:

- issue results in accordance with the information shared with candidates via School Comms and the portal. Additional guidance will be provided in the format of FAQ's where required.
- 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)

Callington Community College 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 Schools and Colleges were guided with the completion of the grades and the options available if they believe their result was not properly produced, including access to the review and appeal process

Arrangements for appeals

Callington Community College will:

- process the **Student Request Form for Centre Reviews and Appeals** as per the timelines as set out by the awarding bodies and JCQ guidelines. Please note that a **priority appeal*** is only for students applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal an A level or other Level 3 qualification result.

- have the relevant guidance and documentation on the College website prior to the results days and will also make candidates aware of the arrangements in place for centre reviews/appeals when results are provided.
- provide candidates with a statement of the arrangements promptly when requested
- follow information provided by awarding bodies to determine the grounds on which an appeal can be made on behalf of a candidate, or candidates. Please note that a Centre Review **MUST** be completed before a candidate can request the College submit an appeal to the awarding body.
- submit an appeal to the awarding body on behalf of a candidate or candidates (regardless of the outcome of the Centre Review) where it is believed:
 - a) the centre did not follow its procedure properly or consistently in arriving at the result, or during the centre review
 - b) the awarding organisation made an administrative error in relation to the result
 - c) the centre made an unreasonable exercise of academic judgement in the choice of evidence from which to determine the grade and/or the determination of that grade from the evidence.
- collect consent from a candidate before any appeal is submitted to the awarding body.

Callington Community College will provide a process for a candidate to submit a Centre Review followed by (if required) an appeal to the awarding body on the grounds that the College:

- failed to follow its procedures properly or consistently in arriving at that result or
- made an administrative error in relation to the result.

Requests for appeals on the grounds of academic judgement (unreasonableness) will only be considered by awarding organisations (at Stage Two) and **not by centres**. In these cases, an initial centre review must still be completed to ensure that the centre has not made any procedural or administrative errors. The centre **should not** review its academic judgements during the centre review stage.

Please note that awarding organisations will **NOT** accept appeals directly from students or parents/carers.

Once a Centre Review Request has been submitted, it **cannot** be withdrawn.

More details on the criteria required to make a request for a centre review is contained later in this document.

Results, Appeals and Certificates

Teacher Assessed Grades

Callington Community College has submitted Teacher Assessed Grades to the relevant awarding body in accordance with the Ofqual guidance² on *Awarding qualifications in summer 2021* and in line with the awarding body instructions.

² <https://www.gov.uk/government/publications/awarding-qualifications-in-summer-2021>

For the reason of fairness, awarding bodies are putting centres through a quality assurance process to ensure grading standards are consistent across all centres. The format of this quality assurance is as follows:

“Exam boards will request evidence for at least 1 A level subject and 2 GCSE subjects, one of which is likely to be either English language or maths.”

“All centres will be asked to provide the evidence used to determine the grades for at least 5 students for each of these subjects. Exam boards will decide on the subjects and the students (selected from across the grade range, and potentially including private candidates where centres have accepted them) and they will let centres know which students and subjects have been selected in the week beginning 21 June”.

<https://www.gov.uk/government/publications/submission-of-teacher-assessed-grades-summer-2021-info-for-teachers/information-for-heads-of-centre-heads-of-department-and-teachers-on-the-submission-of-teacher-assessed-grades-summer-2021-html>

This process will be completed prior to the issuing of final grades so that centres will have confirmation that their Centre policy and procedures used to generate the Teacher Assessed Grades are rigorous and fit for purpose.

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
10/08/2020	GCE (AS, A Levels) and other Level 3 qualifications
12/08/2020	GCSE and other Level 1/2 qualifications

Arrangements for results day(s)

Results are being distributed via the College Gateway system no earlier than 8.30am on the dates stated above. Results communications will include details on the Centre Review and appeals

process as well as details on how to request contact or support on the day, to discuss any questions or concerns.

Concerns about your results

Ofqual guidance was shared in a Year 11 Assessment update of Friday 21 May 2021 ([Ofqual Guidance](#)) that sets out how grades were calculated this year and the options available if candidates believe their result was not properly produced, including access to reviews/appeals. The *National Careers Service Exam Results Helpline*³ 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.

³ <https://www.gov.uk/careers-helpline-for-teenagers>

Awarding bodies will also likely provide information for students about results. Callington Community College will signpost you to any relevant information at results time.

If you have a concern about any administrative errors or to discuss sitting any examinations in the Autumn term, please contact the Examinations Officer: Vanessa McDonald (vmcdonald@callingtoncc.net).

If you have a concern about a grade you have been awarded, you can submit a Centre Review using the specific proforma. Please contact the Examinations Officer: Vanessa McDonald (vmcdonald@callingtoncc.net) to request access to this process. No other formats will be accepted and by failing to complete the correct proforma you will be jeopardising the chances of the process being completed within the allocated timeframe.

No requests for an appeal can be made to the awarding organisation after the date of 17 September 2021 so to ensure the College has sufficient time to process the required prerequisite of a Centre Review, the deadline for submitting a **Centre Review is 8 September 2021** and the deadline for submitting a **Stage 2 appeal is 13 September 2021**.

Key Dates for **priority** appeals ONLY*

Date	Qualification type
12 August 2021 (noon deadline)	Deadline for student/candidates to request a Stage 1 - centre review Please note that requests for sources of evidence will need to be submitted on the results day of 10 August and no later than 11 August (noon)
18 August 2021	Deadline for student/candidate to request a Stage 2 - appeal to awarding organisation

A priority appeal* is only for students applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal an A level or other Level 3 qualification result.

Key dates for **non-priority** appeals

Date	Qualification type
1 September	Deadline to request sources of evidence
8 September 2021	Deadline for student/candidates to request a Stage 1 - centre review
13 September 2021	Deadline for student/candidate to request a Stage 2 – appeal to awarding organisation

To decide whether to request a review, students will need access to certain information before results day, or on results day, if it has not already been made available to them.

This must include:

- a. the centre policy
- b. the sources of evidence used to determine the student's grade, along with the marks/grades associated with them.
- c. details of any variations in evidence used based on disruption to what that student was taught
- d. details of any special circumstances that have been considered in determining their grade, e.g. access arrangements/reasonable adjustments or mitigating circumstances such as illness.

The sources of evidence used to determine the student's grade will need to be requested to aid a candidate/student's decision to proceed with a centre review. Requests for the sources of evidence used may be submitted between the results day and **1 September 2021 (9am)**. No requests for sources of evidence will be processed after this date. The sources of evidence will be sent electronically along with the Centre Review documentation. The request for the sources of evidence **does not** constitute the start of the Centre Review process. This process starts with the submission, electronically, of the Centre Review documentation once the candidate has reviewed the sources of evidence.

A centre review must be completed, and an outcome reported to the student before an appeal can be submitted to the awarding organisation. Any appeals submitted where this has not happened, will be rejected by the awarding organisation and a new application will need to be submitted once the centre review has been completed.

Arrangements for the Centre Review (stage one) and Appeal (stage 2) procedure

There are three stages to the summer 2021 appeals process:

Initial Stage: Sources of evidence are to be requested from the Examinations Officer Mrs Vanessa McDonald (vmcdonald@callingtoncc.net) between the results day and **1 September 2021**

Stage 1: centre review

The first stage of the process is referred to as a centre review. If a student does not consider that they have been issued with the correct grade, they can ask their centre to check if an administrative or procedural error has occurred. The centre will need to ensure the student is aware that **their grade could go down, up or stay the same**. If the centre finds that an error has occurred, they will be able to submit a request to the awarding organisation to correct the error and amend the grade without the need to make an appeal to the awarding organisation. Please request a Stage 1 – Centre review form from the Examinations Officer Mrs Vanessa McDonald (vmcdonald@callingtoncc.net) to proceed with this stage.

Stage 2: appeal to the awarding organisation

The second stage of the process is referred to as an appeal to the awarding organisation (submitted by the centre on the student's behalf). An appeal should be submitted if the student considers that the centre did not follow its procedure properly, the awarding organisation has made an administrative error, or the student considers that the grade awarded was an unreasonable exercise of academic judgement**. The centre will need to ensure the student is aware that **their grade could go down, up or stay the same**. The Stage 2 -Appeal to awarding organisation document will be sent alongside the outcome of the Centre review.

Ofqual Exam Procedures Review Service (EPRS)

If the student or centre considers that the awarding organisation has made a procedural error, they can apply to Ofqual's Exam Procedures Review Services (EPRS) to review the process undertaken by the awarding organisation.

Grounds for appeal

In summary there are four grounds upon which an appeal to an awarding organisation may be requested:

- **At stage 1:** The centre made an administrative error, e.g. an incorrect grade was submitted; an incorrect assessment mark was used when determining the grade.
- **At stages 1 and 2:** The centre did not apply a procedure correctly, such as the centre did not follow its Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances such as illness.
- **At stage 2:** The awarding organisation made an administrative error, e.g. the grade was incorrectly changed by the awarding organisation during the processing of grades.
- **At stage 2:** The student considers that the centre made an unreasonable exercise of academic judgement** in the choice of evidence from which to determine the grade and/or the determination of the grade from that evidence.

An exercise of judgement will **not be unreasonable simply because a student considers that an alternative grade should have been awarded, even if the student puts forward supporting evidence. There may be a difference of opinion without there being an unreasonable exercise of judgement. The reviewer appointed by the awarding organisation **will not remark individual**

assessments to make fine judgements but **will take a holistic approach based on the overall evidence**.

JCQ state that that the definition of reasonable, for the context of this process, is as follows:

Reasonable in this context allows for normal variation in academic judgement between two professionals with appropriate subject knowledge and understanding of the Ofqual and JCQ requirements. The teacher's exercise of judgement will not be considered unreasonable simply because an alternative exercise of judgement would have resulted in a more or less favourable result for the individual student. The teacher's judgement will be considered unreasonable only if it is such that no teacher acting reasonably could have reached the same judgement.

[Appendix F: https://www.jcq.org.uk/wp-content/uploads/2021/06/JCO_Appeals-Guidance_Summer-2021.pdf](https://www.jcq.org.uk/wp-content/uploads/2021/06/JCO_Appeals-Guidance_Summer-2021.pdf)

Variations

Please note that there are minor variations to the JCQ guidelines for BTEC Qualifications:

1. Where a student wishes the centre to submit an academic judgement appeal to the awarding organisation on their behalf, the centre is not required to upload all of the evidence used in making its academic judgement. This is because the size of some BTEC qualifications would make the volume of evidence such that a requirement to upload it all would be overly burdensome for centres. Instead, centres will be able to choose whether to upload all of the evidence or not. Where the centre decides it cannot upload all of the evidence, we will arrange for a member of our team such as a Standards Verifier, Senior Standards Verifier or Principal Standards Moderator (PSM) to contact the centre to discuss the evidence used in the grading decision and select a sample of evidence to be provided for further consideration, where required.
2. There is no route to Ofqual's Exam Procedures Review Service (EPRS) for BTEC students. However, a complaint may be submitted to Ofqual once the appeals process has been completed, where there is reason to believe the awarding organisation has not followed its procedures in handling the appeal.

<https://qualifications.pearson.com/content/dam/pdf/teaching-and-learning-hub/Awarding-results-2021/BTEC-Appeals-Summer-2021.pdf>

Certificates

Certificates, when received from the awarding body, will be available as follows:

1. Collection from the College Main Reception during allocated times, after the College day and following any social distancing rules and guidelines that may still be in force. If collection from the College is not possible please contact Vanessa McDonald (vmcdonald@callingtoncc.net) to arrange an alternative.

For parents to collect documents, student must have given prior permission via email for parents/carers to collect. Collection details will be posted on the website.

- The College will only collect consent after the publication of results.

All documents relating to centre reviews and appeals can be found on the College website or, where used for reference purposes, included as hyperlinks within this document.

CENTRE REVIEW REQUEST

FOR CENTRE USE ONLY



AQA City & CCEA OCR Pearson WJEC
Guilds

Date
received

Student Request Form for Centre Reviews and Appeals to Awarding Organisations

Important information for students

What may happen to your grade during the centre review and appeals process?

If you request a centre review or an awarding organisation appeal there are three possible outcomes:

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

Once a finding has been made you cannot withdraw your request for a centre review or appeal. If your grade has been lowered you will not be able to revert back to the original grade you received on results day.

What will be checked during a centre review?

You can ask the centre to check whether it made a **procedural error**, an **administrative error**, or both.

A procedural error means a failure to follow the process set out in the centre policy. An administrative error means an error in recording your grade or submitting your grade to the awarding organisation.

You must request a centre review before you can request an awarding organisation appeal. This is so the awarding organisation is certain that your grade is as the centre intended.

What will be checked during an awarding organisation appeal?

You can ask the awarding organisation to check whether the centre made a **procedural error** - or whether the awarding organisation itself made an **administrative error**. You can also ask the awarding organisation to check whether the **academic judgement** of the centre was unreasonable, either in the selection of evidence or the determination of your grade.

When do I need to submit my request?

You should submit a request for a centre review by **12 August 2021 for a priority appeal**, or by **8 September 2021 for non-priority appeals**.

Once you have received the outcome of your centre review, if you wish to request an awarding organisation appeal you should do so as soon as possible. Your school or college will submit this on your behalf. Requests for a priority appeal should be submitted by **18 August 2021** and requests for non-priority appeals should be submitted by **13 September 2021**. Priority appeals that aren't submitted to the awarding organisation in line with the dates stated will still be treated as a priority but they may not be completed in time for those with a higher education place dependent on the outcome of the appeal.

What is a priority appeal?

A priority appeal is only for students applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal an A level or other Level 3 qualification result. You should inform your intended higher education provider that you have requested a centre review or appeal.

What is your UCAS personal ID and why is it needed?

Your UCAS personal ID is the 10 digit code included in all correspondence from UCAS. This is needed to confirm that a student's place is dependent on the outcome of the appeal.

Stage one – centre review

A. Student request

This section is to be completed by the student. A request for a centre review must be submitted to the centre, not the awarding organisation. A centre review must be conducted before an appeal to the awarding organisation. This is so the awarding organisation is certain that your grade is as the centre intended.

Centre Name		Centre Number	
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Student Name		Candidate Number	
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Qualification title e.g. AQA GCSE English Language			
Teacher Assessed Grade issued			
Is this a priority appeal? A priority appeal is only for students applying to higher education who did not attain their firm choice and wish to appeal an A level or other Level 3 qualification result.	Choose an item.	If Yes provide your UCAS personal ID e.g. 123-456-7890	

Grounds for centre review Please tick one or both of the options if they apply to your request. If you don't think either apply, your centre will still conduct a review for administrative and procedural errors so the awarding organisation can be certain that your grade is as the centre intended.			
Administrative Error by the centre e.g. the wrong grade/mark was recorded against an item of evidence	<input type="checkbox"/>	Procedural Error by the centre e.g. a reasonable adjustment / access arrangement was not provided for an eligible student	<input type="checkbox"/>

Supporting evidence Please provide a short explanation of what you believe went wrong and how you think this has impacted your grade. There is a 5,000 character limit.

Acknowledgement I confirm that I am requesting a centre review for the qualification named above and that I have read and understood the information provided in the 'Important information for students' section above. In submitting this review, I am aware that:		
<ul style="list-style-type: none"> The outcome of the review may result in my grade remaining the same, being lowered or raised The next stage (Stage Two, the appeal to awarding organisation) may only be requested once the centre review (Stage One) has been requested and concluded. 		
Student Name	Student signature	Date
_____	_____	_____

B. Centre review outcome

This section should be completed by the centre and shared with the student as a record of the outcome of the centre review.

Centre Review Outcome			
Please tick the outcome of the review and then record the original grade and the revised grade if applicable.			
Upheld	<input type="checkbox"/>	Not upheld	<input type="checkbox"/>
Original Teacher Assessed Grade		Revised Teacher Assessed Grade if applicable	

Information considered by the centre
Please provide a short explanation of the evidence that you have reviewed. There is a 5,000 character limit.

Rationale for the outcome of the centre review
Outline the centre's findings from the centre review e.g. procedural or administrative error and if relevant, details of the error. There is a 5,000 character limit.

Authorisation and dates of next stages			
Please complete the boxes as appropriate. Boxes 1 and 2 must be completed in every case. Boxes 3 and 4 need only be completed when requesting a grade change.			
1. Date that the decision and rationale was issued to student		2. Date student informed of how to proceed to stage 2 (appeal to awarding organisation)	
3. Confirmation that a senior leader has authorised any grade change		4. Date that grade change is submitted to awarding organisation	

Stage two – appeal to awarding organisation

This section is to be completed by the student. An awarding organisation appeal must be submitted to the centre and the centre will then submit it to the awarding organisation.

Grounds for appeal	
Please tick the grounds upon which you wish to appeal	
1. Administrative error by the awarding organisation	<input type="checkbox"/>
2. Procedural issue at the centre	
a. Procedural Error	<input type="checkbox"/>
b. Issues with access arrangements / reasonable adjustments and/or mitigating circumstances	<input type="checkbox"/>
3. Unreasonable exercise of academic judgement	
a. Selection of evidence	<input type="checkbox"/>
b. Determination of Teacher Assessed Grade	<input type="checkbox"/>

Evidence to support an appeal
Please provide a short explanation of what you believe went wrong and how you think this has impacted your grade where that relates to your chosen ground for appeal. In some cases you must provide a clear reason but it doesn't have to be lengthy.
1. Administrative error by the awarding organisation You must provide a clear explanation. There is a 5,000 character limit.
2. (a) Procedural Error This is when the centre made a procedural error that has not been corrected at Stage One or the centre did not conduct its review properly and consistently. If you can, please add a further explanation below or alternatively refer to the information that you have already provided above. There is a 5,000 character limit.
2. (b) Issues with access arrangements / reasonable adjustments and/or mitigating Circumstances You must provide a clear explanation of what you believe went wrong and how you think this has impacted on your grade. There is a 5,000 character limit.
3. (a) Selection of evidence You must provide a clear explanation of what you believe went wrong and how you think this has impacted on your grade. There is a 5,000 character limit.
3. (b) Determination of the Teacher Assessed Grade You can provide a short explanation of the reason for your appeal if you want to. There is a 5,000 character limit.

Acknowledgement
I confirm that I am requesting an appeal for the qualification named above and that I have read and understood the information provided in the 'Important information for students' section above.

I am aware that:

- The outcome of the appeal may result in my grade remaining the same, being lowered or raised
- I understand that there is no further opportunity to appeal to the awarding organisation and that the next stage would be to contact the regulator. The awarding organisation will include the next appropriate steps, where applicable, in their appeal outcome letter which you will receive from your school/college.

Student Name

Student signature

Date
