

South Staffordshire College

Lichfield • Cannock • Tamworth • Rodbaston



# Summer 2021 Results and Appeals Process

July 2021

## Information for Centre- Results and Appeals

### Teacher assessed grades (TAG)

South Staffordshire College will:

- not divulge provisional (teacher assessment) grades, with candidates or parents/carers before the issue of results
- understands that any inappropriate disclosure of TAG information before the issue of results will be investigated by awarding bodies as potential malpractice
- reveal TAGs in the event of an appeal against the issued final grade.
- issue results in accordance with the JCQ Guidance
- 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)

South Staffordshire 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 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

South Staffordshire College 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
- 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 TAGs 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**

South Staffordshire College will provide a process for a candidate to appeal against any decision the centre may make, the candidate should:

- not 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, this will be led by the Centre

## **How TAGs were determined**

To respond to any queries, challenges or internal appeals from a candidate (or their parent/carer) South Staffordshire College will provide information on how the grade was determined. See details below:

- the process deployed for each of the learners' subject TAGS
- the support given to any newly qualified teachers in grading
- 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 Guidance

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

[https://www.jcq.org.uk/wp-content/uploads/2021/06/JCQ\\_Appeals-Guidance\\_Summer-2021.pdf](https://www.jcq.org.uk/wp-content/uploads/2021/06/JCQ_Appeals-Guidance_Summer-2021.pdf)

## Information for Candidates

### Results, Appeals and Certificates

#### TAG

South Staffordshire College has submitted provisional TAG 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

For the reason of fairness, awarding bodies are putting these grades through a standardisation process to ensure grading standards are consistent across all centres.

#### 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) August as follows:

Date	Qualification type
10/08/2021	Level 3 (A/AS Level), Technicals, NVQ, VRQ, BTEC
12/08/2021	GCSE and other Level 1/2 qualifications (City & Guilds, AQA, Pearson, NCFE, UAL)

#### Arrangements for results day(s)

South Staffordshire College will release results to learners by email within 48 hours of the board release dates. For learners who require their result on release day we will be available to issue results by telephone 0930 – 1400 daily. Where possible all results should be collected via telephone to allow us to maintain social distancing and safety measures. Please call 0300 456 2424 should you require them on the day of release.

We will require all learners to confirm **their full name, date of birth and student ID before any results will be issued.**

#### Concerns about your results

At results time, Ofqual will be providing information for students that sets out how their grades were awarded 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. 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.

Link- [National Careers Service exam results helpline - Federation of Awarding Bodies](#)

## Internal Appeals Overview

Awarding bodies will also likely provide information for students about results. South Staffordshire College will signpost you to any relevant information at results time (where requested).

If you have a concern about a grade you have been awarded, you can ask to:

- check whether an error was made when submitting your TAG to the awarding body by contacting the exams team [tamworth.exams@southstaffs.ac.uk](mailto:tamworth.exams@southstaffs.ac.uk).
- raise a complaint with our appeals team, at [summer2021appeals@southstaffs.ac.uk](mailto:summer2021appeals@southstaffs.ac.uk) if you feel you have evidence of bias or that you were discriminated against;
- 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 2021 state:

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

A candidate can appeal the following:

- Stage 1 (The Centre Review) - appeal that the centre has made an administrative error and or the centre has made a procedural error, including but not limited to any concerns about access arrangements/reasonable adjustments and mitigating circumstances.
- 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.
- Stage 2 (the appeal to the awarding organisation) the grounds are that
  - there was an administrative error by the awarding organisation
  - there was a procedural issue at the centre, including but not limited to any concerns about access arrangements/reasonable adjustments and/or mitigating circumstances, and/or the centre did not follow its procedure properly and consistently in conducting its centre review
  - there was an unreasonable exercise of academic judgement in relation to the selection of evidence
  - there was an unreasonable exercise of academic judgement in relation to the determination of the Teacher Assessed Grade

When submitting a request for an appeal the student must select all the grounds that they want the centre and the awarding organisation to consider a candidate cannot:

- appeal directly to the awarding organisation
- Once the centre has taken place in relation the appeal the learner can withdraw their application for centre review or appeal to the awarding organisation
- All requests for a centre review, including those from Private Candidates, must be made directly to the centre which submitted the grade(s). It is recommended that requests for centre reviews are made by the candidate to the centre by:

- 16 August 2021 (priority appeals - for students applying to higher education who did not attain their first choice, i.e. the offer they accepted as their first choice, and wish to appeal an A level or other Level 3 qualification result)
- 3 September 2021 (in all other cases).

Following the conclusion of the awarding organisation's appeal process, a student who remains concerned their grade was incorrect may be able to apply for a procedural review to the Exam Procedures Review Service (EPRS) from the relevant regulator. There are EPRS processes for Ofqual (England) and Qualification Wales. The regulators will provide further details about the EPRS processes for summer 2021 before results days this summer **Certificates**.

Certificates will be available for collection from the campus you studied from week commencing 29<sup>th</sup> November 2020. Legally we only allowed to retain your certificates for 12 months after which time they must be destroyed.

### **Information for learners if they appeal**

#### **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 or administrative 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 16 August 2021 for a priority appeal, or by 3 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 23 August 2021 and requests for non-priority appeals should be submitted by 17 September 2021. Priority appeals that aren't submitted to the awarding organisation by 23 August 2021 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

## Internal appeals procedure

South Staffordshire College 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 publishing this document on our college 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 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

An appeal should be submitted by

- emailing the relevant team, stated above within the dates published above

The appellant will be informed of the outcome of the appeal within 10 working days where possible.

If the internal appeal is upheld by the centre, resulting in an appeal on the candidate's behalf being submitted to the awarding body:

- awarding body fees which may be charged for an appeal to South Staffordshire College must be paid to the centre by the appellant before the appeal is submitted to the awarding body (fees are available from the exams office)
- if the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.



**Internal appeals form**

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Summer 2021 awarding

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

	Stage One – Centre Review (Must take place first) Appeal against the grade you have received (centre to review if appeal is required with the awarding body)
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**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. To ensure your grade is as the centre intended a centre review must be conducted before an appeal to the awarding organisation.**

Name of appellant		Awarding body	
Candidate name		Qualification title	
Student ID Number if different to appellant		Subject	
Teacher assessed grade issued			
*Indicate if you consider this a priority appeal as you are applying for Higher Education in 2021	YES/NO If yes please indicate your UCAS number _____		

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

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: • 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.

Appellant signature:

Date of signature:

This form must be signed, dated and returned to the appeals team, [summer2021appeals@southstaffs.ac.uk](mailto:summer2021appeals@southstaffs.ac.uk) within the timescales outlined above

**Internal appeals form**

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Summer 2021 awarding

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

	<b>Stage Two– Awarding body appeal</b>
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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

<b>Grounds for appeal Please tick the grounds upon which you wish to appeal and give justification and reasons why</b>	
• Administrative error by the awarding organisation	Yes/No
• Procedural issue at the centre	Yes/No
• Unreasonable exercise of academic judgement	Yes/No
<b>Justification and reasons why</b>	
<b>Appellant signature:</b>	<b>Date:</b>

This form must be signed, dated and returned to the appeals team, [summer2021appeals@southstaffs.ac.uk](mailto:summer2021appeals@southstaffs.ac.uk) within the timescales outlined above