



Ashfield Girls' High School



“Each different. Each talented. All valued.”

Post-Results Service (Appeals) Policy – CCEA and JCQ Qualifications

Author(s)	Mrs Louise Hanvey
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Post-Results Service (Appeals) Policy



POST-RESULTS SERVICE (Appeals) POLICY – CCEA and JCQ Qualifications Ashfield Girls' High School

Sample Centre Policy Template for the Post-Results Service, Summer 2021

Adopted by Board of Governors on 21/06/2021

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Responsible: Mrs Hanvey

1. Statement of Intent

The purpose of this policy is:

- to provide an overview of the Post-Results Service for Summer 2021 in the context of the guidance issued by CCEA, *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021 and Joint Council for Qualifications (JCQ)*;
- to ensure that all staff involved in the process know, understand and can carry out their roles effectively;
- to ensure students understand the Post-Results Service, the centre's role and the role of the awarding organisation (AO); and
- to provide relevant timelines to ensure the successful completion of internal processes so as not to hinder the progress of any student to the next phase of their education.

It is the responsibility of everyone involved in the Post-Results Service within Ashfield Girls' High School to understand and implement this policy. The Centre Post-Results Service Policy is in line with *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021*, and any further guidance provided by CCEA in relation to its Post-Results Service. In addition to JCQ – A Guide to Appeal Processes Summer 2021 Series. Staff will familiarise themselves with all relevant documents.

2. Process Overview

This section should include an explanation of the two-stage Post-Results Service process and should reference CCEA Post-Results Service, Process for Heads of Centre – Summer 2021 and JCQ – A Guide to Appeals Processes Summer 2021 Series. For example:

There are two stages to the Post-Results Service; students must commence with Stage 1 which will be completed by Ashfield Girls' High School and may then progress to Stage 2. The two stages are:

- **Stage 1** - A Centre Review, completed by Ashfield Girls' High School
- **Stage 2** – An Appeal to CCEA Awarding Organisation or JCQ, submitted by Ashfield Girls' High School, on behalf of a student and completed by CCEA. Or JCQ



Stage 1 – Centre Review conducted by Ashfield Girls' High School

For full details refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* or *JCQ – A Guide to Appeals Processes Summer 2021 series*.

Any student, including private candidates, who was awarded a Centre Determined Grade by Ashfield Girls' High School in summer 2021 is permitted to submit a request for a Centre Review. Ashfield Girls' High School will complete a Centre Review for any student who makes a request. To help students decide whether to request a Centre Review, Ashfield Girls' High School will provide students, voluntarily or on request, with access to:

- the Centre Determined Grades (CDG) Policy;
- a list of consistent, contingency or alternative sources of evidence used to determine the CDG, including marks recorded against the consistent, contingency or alternative evidence;
- details of any special considerations that were considered in determining their grade.

All requests for a Centre Review must be made directly to Ashfield Girls' High School using the form provided by CCEA / JCQ. A student may request a Centre Review if they consider:

- 1) Ashfield Girls' High School made an administrative error in relation to their grade; and/or
- 2) Ashfield Girls' High School did not follow its procedure in arriving at the CDG as outlined in the CDG Policy.

If a student wishes to submit an appeal on the ground of academic judgement (unreasonableness), this will only be considered by CCEA /JCQ at Stage 2. To enable a student to move to this stage, a Centre Review must first be completed by Ashfield Girls' High School to ensure there have been no administrative errors and that procedures have been followed, or these have been addressed.

Students may submit a priority Centre Review if they have a place at a Higher Education Institution on hold.

Determining the Outcome of a Centre Review

(Refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* for full details or *JCQ – A Guide to Appeals Processes Summer 2021 Series*)

All Centre Reviews will be completed using the form provided by CCEA/ JCQ and will be retained by Ashfield Girls' High School electronically to be submitted should a student decide to request a Stage 2 Appeal to CCEA Awarding Organisation or through JCQ for other awarding organisations such as, AQA, OCR, Pearson and WJEC.

In order to determine the outcome of a Centre Review, the member of staff conducting the review will have access to the following records and will consider:

- a) the reason presented by the student for the review where this has been specified;
- b) the centre's approved policy and whether it was followed;
- c) the evidence which was used to determine the grade (although the reviewer will not be assessing or re-marking this evidence);
- d) any relevant assessment records that detail amendments to the range of evidence for the student and, where applicable, the steps taken to address any known mitigating circumstances or approved access arrangements;



- e) the records of the quality assurance processes and whether these were followed in determining the grade;
- f) the record of any pre-results discussions between the centre and student (for example, where a student has raised mitigating circumstances earlier in the process);
- g) relevant centre administration records; and
- h) any other documentation the decision-maker feels necessary to process the review.

In cases where an administrative or procedural error is identified, the member of staff completing the review will decide whether a grade change is required; this may require input from the Head of Department or Subject Teacher. **The outcome of any Centre Review completed by Ashfield Girls' High School may be that the grade goes up, goes down or stays the same.**

Reporting the Outcome of a Centre Review

If a grade change is considered to be required, Ashfield Girls' High School will submit an error correction request to CCEA / JCQ as soon as possible.

Ashfield Girls' High School will provide the student with an outcome letter using the template provided by CCEA /JCQ. This will include:

- whether or not the review found a procedural failure or administrative error;
- if it did, what that error or failure was;
- the reason for the finding;
- whether there was a grade change and, if so, what the new grade is;
- a reason for the grade change, or lack of change; and
- information on the next steps if a student wishes to submit an appeal to CCEA /JCQ.

A record of the outcome of all Centre Reviews will be retained to be submitted to CCEA /JCQ should a student decide to request a Stage 2 Appeal to CCEA Awarding Organisation or JCQ (AQA, OCR, Pearson and WJEC).

Stage 2 – Appeal to CCEA Awarding Organisation

For full details refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* or alternatively *JCQ – A Guide to Appeals Processes Summer 2021 Series*.

Whether or not an administrative or procedural error was found through the Centre Review, and whether or not the grade changed as a result, all students, including private candidates, have the right to submit an Appeal to CCEA Awarding Organisation or JCQ as the next stage in the process. Where requested by the student, Ashfield Girls' High School will submit such appeals on the student's behalf and include the following as required:

- CCEA /JCQ submission form completed by the student;
- Evidence used to determine the Centre Determined Grade; and
- Completed Candidate Assessment Record, or similar, for the student.

Ashfield Girls' High School will submit any request for an Appeal to CCEA Awarding Organisation or JCQ (AQA, OCR, Pearson and WJEC) from a student upon the conclusion of a Centre Review. Ashfield Girls' High School will have a process in place to communicate the outcome of the Appeal to CCEA Awarding Organisation or JCQ to the student upon completion.

3. Roles and Responsibilities

Ashfield Girls' High School will:

- Have appropriate arrangements in place to conduct a Centre Review in line with CCEA / JCQ guidance;
 - Ensure that students and parents are made aware of the steps in a Centre Review;
 - Complete a Centre Review if requested by a student, checking for any administrative errors and/or procedural failures;
 - Decide if a grade change is considered to be necessary having completed the Centre Review;
 - Make a request to CCEA Awarding Organisation or JCQ for any changes considered to be necessary to Centre Determined Grades;
 - Submit any requests to CCEA for a CCEA Awarding Organisation Appeal or JCQ;
 - Communicate the outcome of any Centre Review and/or CCEA Awarding Organisation or JCQ Appeal to students;
 - Retain records of all completed Centre Reviews electronically, to be submitted to CCEA / JCQ should a student decide to request a Stage 2 CCEA Awarding Organisation Appeal or JCQ (AQA, OCR, Pearson and WJEC); and
 - Provide support to students at each stage of the process, as required.
- will also carefully consider the requirements of their centre policies, particularly in relation to the separation of duties and personnel to ensure fairness in reviews and appeals.

The Board of Governors is responsible for ratifying the policy.

The Head of Centre has overall responsibility for Ashfield Girls' High School as an examinations centre and will ensure the roles and responsibilities of all staff are defined. The Head of Centre will delegate this responsibility to members of the Examination Team. The Head of Centre is required to sign-off the outcome of any Centre Review. The Head of Centre should communicate the outcome of any Stage 1 Centre Review or Stage 2 Appeals to CCEA Awarding Organisation or JCQ (AQA, OCR, Pearson and WJEC) to students.

The Examination Team will support the Head of Centre in completing Centre Reviews. They may undertake a support function to students in the completion of any required paperwork or provide advice on the submission of review requests.

The Examinations Officer will submit any Stage 2 Appeal to CCEA Awarding Organisation through the CCEA app. The Examinations Officer or a delegated member of staff will submit any error correction requests to CCEA, should it be considered that a grade change is required. Or alternatively through the alternate awarding organisations apps.

Heads of Department and Teachers may be required to provide professional opinion on whether or not a grade change is required, should an administrative error or procedural failure be identified through a Centre Review.



4. Timelines and Dates

The deadline for submission of priority (A2) Stage 2 Appeals to CCEA Awarding Organisation or JCQ (AQA, OCR, Pearson and WJEC), where a place at a higher education Institution is on hold, is **Wednesday 23 August 2021**.

In order for Ashfield Girls' High School to meet the above deadline for submission, any requests for a priority Centre Review, where a place at a higher education Institution is on hold, must be submitted no later than **Monday 16 August 2021**.

The deadline for submission of all other Stage 2 Appeals to CCEA Awarding Organisation or JCQ (AQA, OCR, Pearson and WJEC) is **Friday 17 September 2021**.

In order for Ashfield Girls' High School to meet the above deadline for submission, all other requests for a Centre Review must be submitted no later than **Friday 3 September 2021**.

5. Conflicts of Interest

To protect the integrity of the process, staff must declare any potential conflicts of interest to the Head of Centre. An example of a conflict could include conducting a Centre Review for a family member or close friend. The Head of Centre will take the appropriate actions to manage any potential conflicts of interest arising with centre staff.

***The processes outlined in this policy apply to both CCEA qualifications and AQA, OCR, Pearson, and WJEC. The AQA, OCR, Pearson and WJEC appeals process can be pursued using the JCQ – A Guide to Appeals Process Summer 2021 Series.**

***Please complete the correct form for the relevant qualification**

- **CCEA qualifications – Green Forms (see Appendix 1)**
- **JCQ (AQA, OCR, Pearson and WJEC) qualifications – Yellow Forms (see Appendix 2)**



CCEA Post-Results Service Submission Form

Important Information for Students

What may happen to your grade during the Centre Review and Appeal to CCEA Awarding Organisation?

If you ask your school or college to undertake a Centre Review of your grade, or if you subsequently ask for an appeal to be submitted to CCEA Awarding Organisation (AO), there are three possible outcomes:

- your original grade goes down, so your final grade may be lower than the original grade you received;
- your original grade stays the same, so there is no change to your grade; or
- your original grade goes up, so your final grade may be higher than the original grade you received.

To initiate a Centre Review, you must complete the form below. You can sign the form with an electronic, handwritten or typed signature. This confirms to your school or college that you have understood what the outcome might be, at any stage of the Centre Review and appeals process, and that you give your consent to a Centre Review and, should you wish, a subsequent Appeal to CCEA AO. A Centre Review or appeal cannot be withdrawn once a finding has been made.

If you believe an error persists once you have received the outcome of the Centre Review and you wish to progress to an Appeal to CCEA AO, you should discuss this as soon as possible with your school or college and ask them to submit your appeal on your behalf. CCEA AO needs to receive an application for appeal from your school or college by **23 August 2021** for priority appeals (those with higher education places pending the outcome of an appeal) or **17 September 2021** for non-priority appeals.

What is a priority appeal?

A priority appeal is for students whose higher education place is pending the outcome of an appeal. You should inform your preferred higher education provider that you have requested a Centre Review or Appeal to CCEA AO.

What is your UCAS personal identifier?

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



Stage 1 – Centre Review

A. Student Request

This section is to be completed by the **student**.

If you need help completing this section, please speak to your school or college.

Centre Name	<input type="text"/>	Centre Number	<input type="text"/>
Student Name	<input type="text"/>	Candidate Number	<input type="text"/>
Qualification title including level, e.g. GCSE	<input type="text"/>		
Centre Determined Grade issued	<input type="text"/>		
Are you applying for a priority appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, provide your UCAS personal identifier.	<input type="text"/>

Grounds for Centre Review			
Please tick the grounds upon which you wish to apply for a Centre Review.			
Administrative error by the centre	<input type="checkbox"/>	Centre did not follow their procedure	<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.
<input type="text"/>

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 going up, going down or staying the same; and the next stage (Stage 2 – Appeal to CCEA AO) may only be requested once the Centre Review (Stage 1) has been requested and concluded. 		
Student Name	Student Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>



B. Centre Review Outcome

This section is to be completed by the **centre**.

Centre Review Outcome			
Please tick the outcome of the review.			
Upheld	<input type="checkbox"/>	Not upheld	<input type="checkbox"/>
Original Centre Determined Grade	<input type="checkbox"/>	Revised Centre Determined Grade	<input type="checkbox"/>

Information considered by the centre
Please provide a short explanation of the evidence that you have reviewed.

Rationale for the outcome of the Centre Review
Outline the centre's findings from the Centre Review including, where appropriate, rationale for any proposed grade change.

Authorisation and dates of next stages			
Name of authoriser		Date submitted to CCEA AO if appropriate	
Date CCEA AO decision and rationale issued to student		Date student informed of Stage 2 submission	



Stage 2 – Appeal to CCEA AO

This section is to be completed by the **student**.

If you need help completing this section, please speak to your school or college.

Grounds for Appeal

Please tick the grounds upon which you wish to appeal.

1. Administrative error by CCEA AO	<input type="checkbox"/>
2. Administrative error by the centre	<input type="checkbox"/>
3. Centre did not follow their procedure	<input type="checkbox"/>
4. Unreasonable exercise of academic judgement	
a. Selection of evidence	<input type="checkbox"/>
b. Determination of Centre Determined Grade	<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.

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 going up, going down or staying the same.
- I understand that there is no further opportunity to appeal to CCEAAO and that the next stage would be to contact the regulator. CCEAAO will include the next appropriate steps, where applicable, in its appeal outcome letter.

Student Name

Student Signature

Date



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	<input type="text"/>	Centre Number	<input type="text"/>
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Student Name	<input type="text"/>	Candidate Number	<input type="text"/>
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Qualification title e.g. AQA GCSE English Language	<input type="text"/>		
Teacher Assessed Grade issued	<input type="text"/>		
Is this a priority appeal? <small>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.</small>	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes provide your UCAS personal ID e.g. 123-456-7890	<input type="text"/>

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"/>
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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:

- 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
<input type="text"/>	<input type="text"/>	<input type="text"/>



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"/>
		Partially 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

Challenging girls today; creating women of value in the future



Principal: Mrs Louise Hanvey BSc (Hons) PGCE, PQHNI, PGDH

Hollywood Road, Belfast
BT4 2LY

Tel: 028 9047 1744

www.ashfieldgirls.org
info@ashgirls.belfast.ni.sch.uk