



THE HOLLINS

Summer 2020 Results and Appeals process

Agreed : Summer 2020

To Be Reviewed : 2021

Information for Centre

Results and Appeals

Centre assessment grades (CAGs) and rank orders

The Hollins 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>

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 assessment grade.

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) The Hollins will give this overview of our process:

- all subject teams were given time to collaborate and to work through the evidence for every candidate and what this showed
- the evidence used consisted of:
 - classwork
 - bookwork
 - any NEA (whether complete or not)
 - participation in subjects such as music, drama or PE
 - the results of any assessments or mock exams
 - any other records of candidate performance over the course of study
- marksheets were produced with a combination of core data already held in the system and the capacity to enter further data and evidence to maintain records of evidence used
- SLT line managers met regularly with the subject leaders to ensure that the DfE/Ofqual guidance was being followed, particularly with regard to candidate prior attainment and The Hollins' historical picture
- Fischer Family Trust was used as a statistical moderation service which allowed The Hollins to compare historical centre grades and to view predicted prior attainment grades
- rankings of candidates within each grade was determined by subject teams and monitored by subject leaders only after CAGs had been agreed
- subject leaders and SLT were responsible for the standardisation of grades and rankings within subject areas
- the head of school was responsible for the standardisation of grades and rankings between subject areas

- the exams officer, head of school and headteacher (as head of centre) worked collaboratively to review and check for accuracy. The grades and rankings submitted to exam boards was consistent with what had been submitted onto the internal school system
- the headteacher, as head of centre, was responsible for the centre sign-off and submission of the declaration to awarding bodies

The Hollins:

- 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
- will release information regarding CAGs only when requested by the candidate in accordance with the Information Commissioner’s Office data protection guidelines:
 - If we receive a request from a candidate before 20th August then the request should be completed within 5 months of receiving the request, or within 40 days of announcing the exam results, whichever is earlier
 - If we receive a request after the results are announced then this will be dealt with as a normal subject access request, i.e. within one month of receipt of the request
- will not release information regarding rankings since this could reveal information about another candidate (particularly in a small cohort of candidates) and, therefore, we feel it is reasonable to withhold this information rather than disclose it. We deem that it would not be fair to choose to disclose rankings in some subject areas with larger cohorts and withhold it in other subjects
- will not allow candidates to have a copy of their answers from mock exams, assessments or other work used to assess their performance since this falls under the ICO’s directive regarding exam script exemptions

Any queries regarding the release of these grades should be directed to the data protection officer at dpo@thehollins.com.

Final calculated 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
20/08/2020	GCSE and BTEC qualifications
25/08/2020	Cambridge Nationals

The Hollins will:

- issue results in accordance with the centre's *Information for Candidates - Results, Appeals and Certificates* document
- signpost candidates 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)

Emails will be sent individually to all candidate email addresses no earlier than 8am. In addition, paper copies of results will also be sent through the post to home addresses. Contact details have been verified and checked by the exams officer and IT network manager. The exams officer, head of school and careers advisor will be available on the day, and for 2 further school days after this day, to support candidates who need further guidance and advice. Candidates will also be sent information regarding local sixth form providers and the process for enrolment, which will also have been sent prior to results day, along with a frequently asked questions document (www.thehollins.com).

The Hollins 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, the exams officer and the careers advisor 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

Concerns about results

At results time, Ofqual will be providing information for candidates 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. Awarding bodies will also likely provide information for candidates about results. The Hollins will signpost candidates to any relevant information at results time.

If a candidate has a concern about a grade they have been awarded, they can ask the exams officer (exams@thehollins.com) to:

- check whether an error was made when submitting the centre assessment grade and rank order to the awarding body
- raise a complaint if they feel they have evidence of bias or that they were discriminated against; the candidate 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 the final grade was calculated
- provide information about the opportunity to take an exam in the autumn series or in summer 2021

Arrangements for appeals

Due to the late U-turn by the government surrounding GCSE results this year, at the time of writing, the appeals process is still not clear to us. However, previously the arrangements for awarding qualifications in summer 2020 stated:

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 assessment grade or rank order information
 - 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 to the awarding body

A candidate cannot:

- appeal against their centre assessment grades and position in the rank order
- appeal in respect of the process or procedure used by The Hollins in calculating their centre assessment grades and position in the rank order
- appeal directly in any respect to the awarding body

The appeal process has two stages:

- firstly, the initial review (conducted by the awarding body). When an application for appeal is received, the awarding body will decide whether it will be accepted for initial review or not. The decision whether or not to accept the application for an appeal is based on:
 - whether the grounds for the appeal as put forward by the centre meet the criteria;
 - whether sufficient or appropriate evidence has been provided in support of the appeal (particularly where the appeal is on the grounds of a centre error);
 - whether the appeal has been submitted within the published timescale;
 - whether the appeal has been authorised by the Head of Centre; and
 - compliance with any other requirements which may have been specified by the awarding body regarding the submission of an appeal.

The awarding bodies aim to complete initial reviews within 42 days of receiving any applications.

- The outcome of the initial review is not satisfactory; an independent review can be initiated. An independent decision-maker, who is not directly employed by the awarding body, will review the case. Any request for an independent review must be submitted within 14 calendar days of the initial review outcome being communicated.

If there are any changes to the appeal process, then this will form an addendum to this policy.

The Hollins 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 result/s
- 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 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 Hollins will:

- inform candidates of the arrangements for appeals and the accessibility of members of The Hollins staff prior to the issue 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 assessment grade or rank order information 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 sixth form college) that an appeal has been submitted to an awarding body

The Hollins 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 assessment 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 his/her parent/carer) believes there are grounds to appeal against the 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 internal appeal timeline is as follows:

- The internal appeals form should be submitted to exams@thehollins.com by 3pm on Tuesday 11th September 2020
- Candidates will be informed of the outcome of the internal appeal by latest Monday 14th September 2020 which is the centre's internal deadline for submission of appeals to awarding bodies
- The awarding body external deadline for appeals is Thursday 17th September 2020

If the internal appeal is upheld by the centre:

- where applicable, the centre will request any 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

Certificates

- Certificates, when received from the awarding body, will be issued to candidates either via collection from school at designated timeslots, or else during a celebration event (to be confirmed during the first autumn half term).

Fees:

There are no fees for appealing this year.

Useful guidance:

Before deciding whether or not to submit an appeal, we'd recommend reviewing the following:

- [JCQ appeals guidance](#)
- [Ofqual appeals guidance](#)
- OFQUAL: [Student guide to post-16 qualifications results: summer 2020](#)

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](#)

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:

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:

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

