



Vanguard Learning Trust

The Vanguard Learning Trust is a group of local primary and secondary schools in Hillingdon. We strive to be a Trust that serves its local community and is pioneering in its approach to broadening our students' lives. We believe in effective teaching which allows our students to shine both in and out of the classroom and that intellectual curiosity is at the core of every learning experience. Whilst schools in the Trust have their own ethos and values, they share the common aspiration that all students can achieve their potential and life is a journey of discovery.

Ruislip High School

Arrangements for appealing examination results in summer 2021 policy

June 2021

1. INTRODUCTION

- 1.1 This policy explains how we will deal with complaints and concerns relating to teacher assessed grades ('TAGs') which are due to be released in August 2021. It sets out our internal arrangements for the swift and effective handling of centre reviews as set out in our centre policy for examination grades and how appeals to the exam boards will be handled. Our centre policy is available on our website via the following link (click [here](#)).
- 1.2 As a result of the coronavirus pandemic, the government cancelled public examinations that were due to take place in the summer term 2021 and an alternative system has been consulted on and implemented by Ofqual, the body responsible for overseeing exams. In summary, this involves the following process:
- 1.2.1 Teachers have generated a grade based on evidence of students' performance. This is known as the TAG and should be an objective and fair judgement based on a range of evidence completed as part of the course, which demonstrates the student's performance on the subject content they have been taught. Reasonable adjustments and access arrangements should have been in place where appropriate when the evidence was generated. Where they were not, teachers should have taken that into account when coming to their judgement. TAGs were subject to an internal standardisation of marking and grading judgements (quality assurance) and were then submitted by the school to the relevant exam boards; and
- 1.2.2 The exam boards will be responsible for issuing students with their final grades ('Final Grade'). This is the grade that students will receive on results day on **10 August 2021 for AS & A-Levels** [and [equivalent level 3 qualifications]] and on **12 August 2021 for GCSEs** [and [equivalent level 1, level 2 and level 1/2 qualifications]]. Exam boards will also check a sample of the evidence used to support teacher grades in a sample of centres.
- 1.3 For more information about the process for generating exam grades for summer 2021, students and parents/guardians should refer to [Ofqual's guidance for students, parents and guardians](#).
- 1.4 We understand that some students might be disappointed with their Final Grade and may wish to explore whether they have grounds for challenging it. This policy sets out the process for doing so.
- 1.5 It is important that students understand that the grade **could go up, down or stay the same** during the appeal process. Students should read the Joint Qualifications Council's ('JCQ's') 'Important information for students' document which is available on the school's website via the following link: (click [here](#)).
- 1.6 The appeals process, and therefore this policy, applies to private candidates, as well as other students.
- 1.7 **There are tight timescales for requesting appeals, especially for priority cases i.e. students applying to higher education who do not attain their firm choice and who wish to appeal their grade. Students who wish to appeal are encouraged to submit the relevant forms to the school without delay to ensure that we can process them within the timescales set by the exam boards. Section 3 of this policy outlines more information about the deadlines for requesting appeals.**
- 1.8 It is the student's responsibility to keep your chosen university/college informed about the progress of the appeal and the impact it might have on your university application.

- 1.9 If a student is unable to comply with any parts of this policy because they or their parents/guardians have a disability, or for some other exceptional reason, they should inform Ruth Hill, Deputy Headteacher, via rhs@ruislihigh.org.uk, or by calling 01895 464 064, so that further assistance can be provided.
- 1.10 We will ensure that any conflicts of interest are managed appropriately during the appeals process.
- 1.11 We reserve the right to make amendments to this policy to reflect any changes to the guidance issued by Ofqual and/or the JCQ. We will also have regard to guidance issued by the exam boards when we are considering requests for centre reviews and appeals.
- 1.12 For support and advice you can contact Ruth Hill, Deputy Headteacher, via the main school office.

2. HOW CAN STUDENTS APPEAL A TEACHER ASSESSED GRADE?

- 2.1 This section sets out the two-stage process for appealing a TAG. The timescales for submitting an appeal are set out in section 3.

2.2 Stage One: Centre review

- 2.2.1 Students may submit a request for a centre review on the grounds that the school has:
- a. failed to follow its procedures properly or consistently in arriving at the result; or
 - b. made an administrative error in relation to the result.
- 2.2.2 For private candidates, it is the responsibility of the centre that entered them to conduct the review.
- 2.2.3 In order to request a Stage One review, students should complete a **Student Request for a Stage One Centre Review Form (Appendix 1)**. An electronic version is available (click [here](#)) or the completed form can be emailed to rhs@ruislihigh.org.uk for the attention of Ruth Hill, Deputy Headteacher.
- 2.2.4 When we receive your form, staff at the school will check if there have been any administrative and/or procedural errors in the subjects identified in the form. We will consider the following points when we are conducting a review:
- a. the reason presented by the student for the review, where this has been specified and any evidence provided by the student about issues that were not known about at the time the grade was determined;
 - b. the school's approved centre policy and whether it was followed properly and consistently;
 - c. the evidence which was used to determine the student's grade;
 - d. any relevant assessment records for the student detailing any amendments to the range of evidence used for the cohort and, where applicable, steps taken to address any known mitigating

circumstances/special consideration or approved access arrangements/reasonable adjustments;

- e. a record that the grades had been signed off by at least two teachers in the subject, one of whom was the head of department/subject lead or Head of Centre where there was only one teacher in the department/subject;
- f. the record, where it exists, of any relevant pre-results communications between the centre and student (for example, where a student has raised mitigating circumstances earlier in the process); and
- g. relevant centre administration records.

2.2.5 The outcome of the review will be communicated to the student in writing by **20 August 2021 in the case of priority appeals** and by **3 September 2021 for non-priority appeals**. The outcome letter/form will include, if relevant, the following information:

- a. whether or not the review found a procedural failure or administrative error;
- b. if it did, what that error was;
- c. the reason for the finding;
- d. whether there was a grade change and, if so, what the new grade is (if we are reporting an outcome before the results are published, this information will not be provided);
- e. a reason for the grade change, or lack of change (including any additional explanation from the awarding organisation where its decision was different to the centre's); and
- f. information on the next steps if a student wishes to submit an appeal to the awarding organisation.

2.2.6 If staff find that any errors have been made and that, as a result, the wrong grade was submitted to the exam board, the school will contact the relevant exam board to explain the nature of the mistake and ask the exam board to change the grade (an 'error correction request'). An error correction request will be accompanied by the outcome of the review, the reason for the decision made and will be signed off by the head of centre or a designated member of the senior leadership team. It will be for the exam board to issue a revised grade if it is satisfied with the rationale presented by the school and it considers it appropriate to correct the result.

2.2.7 Whether or not a procedural or administrative failure was found, and whether or not the grade changed as a result, students can request an appeal to the exam board under Stage Two of this policy after they have received the outcome of the Stage One process.

2.3 Stage Two: Appeal to the awarding organisation (exam board)

2.3.1 Following the outcome of the Stage One review, if a student believes:

- a. that the school did not follow its procedures properly or consistently in arriving at the result, or during the centre review;
- b. that the awarding organisation (exam board) has made an administrative error in relation to the result; and/or
- c. that the grade awarded was an unreasonable exercise of academic judgement in the choice of evidence from which to determine the grade and/or in the determination of the grade from that evidence,

they can ask the school to submit an appeal on their behalf to the relevant exam board(s). Students will not be able to submit an appeal directly to the exam board. An appeal to the exam board can only be submitted if the Stage One review by the school has been completed and the outcome has been communicated to the student.

- 2.3.2 A request for a Stage Two appeal should be submitted by the student within the timescales set out in section 3 of this policy.
- 2.3.3 For private candidates, it is the responsibility of the centre that entered them to contact the exam boards to request an appeal.
- 2.3.4 In order to request a Stage Two appeal, students should complete the **Request for a Stage Two Appeal to the Exam Board(s) Form (Appendix 2)**. An electronic version is available ([click here](#)) and the completed form should be emailed to rhs@ruisliiphigh.org.uk for the attention of Ruth Hill, Deputy Headteacher.
- 2.3.5 Following receipt of a form requesting an appeal, the school will contact the relevant exam board(s). The information required by the awarding bodies includes the following:
 - a. what the student considers the centre failed to do, why that was a failure to follow the centre's procedures, and why that failure was important to the determination of the TAG;
 - b. in what way the student considers the awarding organisation made an administrative error, and what difference it made to the determination of the TAG;
 - c. in what way the student considers there was an unreasonable exercise of academic judgement. This can be an unreasonable exercise of judgement in:
 - i. the selection of evidence used to determine the TAG; and / or
 - ii. the determination of a TAG from the selected evidence.
 - d. a clear statement that grades may be raised, stay the same or be lowered as the result of an appeal, with space to confirm that the student understands this and consents to those outcomes;
 - e. relevant accompanying evidence; and
 - f. a named contact at the centre who can handle any awarding organisation queries.

- 2.3.6 For some types of appeal under Stage Two, students will be required to provide a further explanation of the reasons for requesting an appeal (in addition to the reasons set out in the request for a Stage One review). Students will be prompted to do this in the '**Request for a Stage Two Appeal to the Exam Board(s) Form**'.

The reasons for requesting a Stage Two appeal are set out the following table:

Reasons for Stage Two appeal	Is an additional explanation needed?
General procedural check	No
Unreasonable exercise of academic judgement in the determination of the grade from the evidence	No
Procedural check in relation to mitigating circumstances or access arrangements/reasonable requirements	Yes
Unreasonable exercise of academic judgement in the choice of evidence from which to determine the grade	Yes
Administrative error	Yes

- 2.3.7 The exam boards will decide whether or not to accept the appeal for evaluation when it receives the application from the school. This will depend on:
- whether the grounds of appeal are within the remit of the appeals process (where an additional explanation is needed);
 - whether a centre review has been completed;
 - the timing of the application in relation to the published deadlines for submitting appeals; and
 - whether the student has confirmed that they consent to their grade being raised, lowered or staying the same.
- 2.3.8 Exam boards are required to give reasons if they decide not to accept an appeal.
- 2.3.9 The approach that the exam boards will take when considering an appeal, if accepted, is set out in section 6 of the JCQ's Guide to appeals processes Summer 2021 series (available [here](#)) and Ofqual's Guidance for the General Qualifications Alternative Awarding Framework (available [here](#)).
- 2.3.10 An appeal will either be rejected or upheld in whole or in part. Even if an appeal is upheld, it does not necessarily mean that a student's grade will change.
- 2.3.11 If the exam board:
- identifies a procedural error; or
 - finds alternative evidence should have been included in the range of evidence

and that might have impacted the TAG, this will be reported to the school and we will be directed to review the TAG. We will then be required to inform the exam board if

we believe there should be a change to the grade. A change to the grade can also be imposed by the exam board.

2.3.12 The exam board will notify the school about the outcome of the appeal, with reasons. The school will then be responsible for promptly notifying the student of the outcome of the appeal and, where appropriate, the next stage of the process.

2.4 If the student or school considers that the exam board has made a procedural error, an application can be made to Ofqual’s Exam Procedures Review Services (EPRS) to review the process undertaken by the awarding organisation.

3. **TIMESCALES**

3.1 The timescales for requesting an appeal are set out in the following table:

Stage	Priority appeals (<i>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.</i>)	Non-priority appeals (<i>appeals which are not considered to be priority appeals</i>)
Stage one: timescales for students to submit the form to the school requesting a centre review	10 August to 16 August 2021	From results day to 3 September 2021
Stage one: timescales for the school to conduct the stage one review	10 August to 20 August 2021	From results day to 10 September 2021
Stage two: timescales for the school to submit the appeal to awarding organisation	11 August to 23 August 2021 Students are asked to submit any requests for a stage two appeal as soon as possible after the outcome of the stage one decision has been communicated and no later than 8am on 23 August 2021.	11 August to 17 September 2021 Students are asked to submit any requests for a stage two appeal as soon as possible after the outcome of the stage one decision has been communicated and no later than 8am on 17 September 2021.

3.2 If a student misses any of the deadlines for priority appeals, we can still process your request for a centre review / appeal within the timescales that apply for all other cases. Such appeals will still be treated as a priority and the exam boards will aim to process them as soon as possible.

3.3 The exam boards will aim to complete Stage Two of the appeals process within 42 calendar days of receipt of the application but this may be subject to change depending on the circumstances.

3.4 The above definition of 'priority appeals' has been taken from the JCQ guidance and therefore sets out what the exam boards will consider as priority appeals.

Appendix 1: Student request for a stage one centre review

RUISLIP HIGH SCHOOL

TEACHER ASSESSED GRADES - SUMMER 2021

STUDENT REQUEST FOR A STAGE ONE CENTRE REVIEW

Please complete this form if you would like the school to carry out a Stage One review of one or more if your Teacher Assessed Grades.

Please send this form to rhs@ruisliphigh.org.uk for the attention of Ruth Hill, Deputy Headteacher.

Please submit this form by **16 August 2021 for priority appeals** and **3 September 2021 for non-priority appeals**.

Please read the school's policy on '**Arrangements for Appealing Examination Results in Summer 2021**' for further information about the appeals process.

Student's full name	
Candidate number – this is available on your statement of results	
Centre number	12909
Student's year group	
Student's class and form tutor	
Name of parent / carer if you are making this request on behalf of a student	
Please provide an email address so that we can contact you about the review	
Please provide a telephone number in case we need to contact you about the review	
Qualification title e.g. AQA GCSE English Language for the subject(s) where you wish to request a review	
List the Teacher Assessed Grade and subjects(s) which you wish the school to review	

Is this a priority appeal?

(The JCQ guidance says that priority appeals are 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.)

If yes, please provide your UCAS personal ID.

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

Procedural error by the centre e.g. a reasonable adjustment / access arrangement was not provided for an eligible student

Supporting evidence

Please provide a short explanation of what you believe went wrong and how you think this has impacted your grade. Students should refer to Section 2.2.4 of the arrangements for appealing examination results in summer 2021 policy

Please tell us if you have any other information that you would like us to consider as part of your request for a centre review

STUDENT DECLARATION

I confirm that I am requesting a centre review for the qualification(s) named above and that I have read and understood the information provided in the 'Important information for students' document (click [here](#)). 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**; and
- 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.

PRINT NAME	
SIGNED	
DATE	

Please also complete the following declaration if your parent/guardian is dealing with your request on your behalf:

I confirm that I give my consent for my parent / carer identified in this form to request a Stage One centre review on my behalf. I understand that this will involve the school sharing my personal data with my parent / carer to the extent that it is necessary for the school to respond to this request and I give my consent for the school to do so:

PRINT NAME	
DATE	

Privacy notice:

The personal data provided in this form and generated through the course of any review or appeals will be used for the purposes of considering your request and may be shared with external exam boards, the JCQ and / or Ofqual to the extent that it is necessary to do so as part of this process. Please see the school's privacy notice on our website for further information.

Appendix 2: Request for a stage two appeal to the exam board(s)

RUISLIP HIGH SCHOOL
TEACHER ASSESSED GRADES - SUMMER 2021
REQUEST FOR A STAGE TWO APPEAL TO THE EXAM BOARD(S)

Please complete this form if you would like to ask the school to carry out a Stage Two appeal to the exam board for one or more of your grades. You can only request a Stage Two appeal if you have submitted a Stage One review and you have received the outcome of the review from the school.

Please send this form to rhs@ruisliphigh.org.uk for the attention of Ruth Hill, Deputy Headteacher.

The timescales for the school to submit appeals to the exam board are **23 August 2021 for priority appeals** (appeals that need to be fast tracked for a Higher Education place) and **17 September 2021 for non-priority appeals**. Please therefore submit this form no later than 8am on 23rd August 2021 for priority appeals and 8am on 17th September 2021 for non-priority appeals so that we have enough time to process your request.

Please read the school's policy on '**Arrangements for Appealing Examination Results in Summer 2021**' for further information about the appeals process.

Student's full name	
Candidate number – this is available on your statement of results	
Centre number	12909
Student's year group	
Student's class and form tutor	
Name of parent / carer if you are making this request on behalf of a student	
Please provide an email address so that we can contact you about this appeal	
Please provide a telephone number in case we need to contact you about this appeal	

Qualification title(s) e.g. AQA GCSE English Language for the subject(s) where you wish to appeal a grade	
List the Teacher Assessed Grade and subjects(s) which you wish the school to appeal	
Is this a priority appeal? (The JCQ guidance says that priority appeals are 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.) If yes, please provide your UCAS personal ID.	

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

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 (this is indicated below) but it doesn't have to be lengthy.

1. Administrative error by the awarding organisation

You must provide a clear explanation if you are appealing on this ground.

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.

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 if you are appealing on this ground.

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 if you are appealing on this ground. Please also explain what evidence you think should have been included, or excluded, and why you think it was unreasonable to exclude or include it.

3 (b) Determination of the Teacher Assessed Grade

You can provide a short explanation of the reason for your appeal if you want to. Please explain why you consider the TAG derived from the evidence which was used was unreasonable.

Please tell us if you have any other information that you would like the exam boards to consider as part of your request for an appeal

STUDENT DECLARATION

I confirm that I am requesting an appeal for the qualification(s) named above and that I have read and understood the information provided in the 'Important information for students' document (click [here](#)).

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.

PRINT NAME	
SIGNATURE	
DATE	

Please also complete the following declaration if your parent / carer is dealing with your request on your behalf:

I confirm that I give my consent for my parent / carer identified in this form to request a Stage Two appeal to the exam boards on my behalf. I understand that this will involve the school sharing my personal data with my parent / carer to the extent that it is necessary for the school to respond to this request and I give my consent for the school to do so:

PRINT NAME	
DATE	

Privacy notice:

The personal data provided in this form and generated through the course of any review or appeals will be used for the purposes of considering your request for an appeal and may be shared with external exam boards, the JCQ and / or Ofqual to the extent that it is necessary to do so as part of this process. Please see the school's privacy notice on our website for further information.

Appendix 3: Centre review outcome form

RUISLIP HIGH SCHOOL

EXAMINATION RESULTS – SUMMER 2021

CENTRE REVIEW OUTCOME FORM – CONFIDENTIAL

Form to be completed by the centre and shared with the student as a record of the outcome of the centre review. Separate forms will be completed if a student has asked for a review of more than one grade.

Students who are not satisfied with the outcome of this review should refer to the school's **Arrangements for Appealing Examination Results in Summer 2021 Policy** for information about how to submit a Stage Two appeal. The form for requesting a Stage Two appeal is available [here](#).

Student's full name	
Candidate number	
Centre number	12909
Student's year group	
Student's class and form tutor	

Centre review outcome			
Original Teacher assessed grade			
Upheld	Not Upheld	Partially Upheld	
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

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.

Empty space for providing the rationale for the outcome of the centre review.

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.

Name of member of staff reporting the outcome of the review			
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	