



**Merchant Taylors'**  
School

# Policy for 2020 Results and Appeals - updated

**2020 Results and Appeals Process**

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## Results and Appeals Policy

### Centre assessment grades and rank orders

Merchant Taylors' School:

- 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

### Final grades

Merchant Taylors' School will:

- issue results in accordance with the *Information for Candidates - Results, Appeals and Certificates* document
- 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)

Merchant Taylors' School 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 awarded this year and the options available if they believe their grade was not properly produced, including access to appeal

### Arrangements for appeals

Merchant Taylors' School will:

- follow information provided by Ofqual/JCQ/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
- if a candidate is concerned that any reasonable adjustments were not taken into account when the centre determined their CAG, discuss this with the candidate
- submit an appeal to the awarding body on behalf of a candidate or candidates where it is believed:
  - the centre itself made an administrative error when submitting centre assessment grade (CAG) or rank order information to the awarding body. Rank order information was used to support standardisation, but any change to a candidate's position in the rank order would not change the candidate's CAG.
- collect consent from a candidate before any appeal is submitted to the awarding body

Merchant Taylors' School cannot appeal against the CAG that they decided was correct at the point of submitting it to the awarding body, and for which the head of centre submitted a declaration to confirm that in the centre's judgement this was the grade the students were most likely to have received had the exams gone ahead.

Merchant Taylors' School confirms that

- the decision to issue candidates with the higher of their CAG or their calculated grades means that a route to appeal on the grounds of mock exam results is not available. Mock exam results were part of the evidence the centre took into account when determining CAGs for candidates.
- if candidates have concerns about bias, discrimination or any other factor that suggests that the centre did not behave with care or integrity when determining the CAG and/or rank order information they should normally raise these concerns with the centre, in the first instance; MTS would then provide the evidence used with the centre assessment grading process which a candidate could then use to take their concerns to the relevant awarding body.
- where there is evidence, Ofqual require awarding bodies to investigate such allegations as potential malpractice or maladministration as such allegations would be very serious, and Ofqual expect them to be rare.

### **How centre assessment grades and rank orders were determined**

To respond to any queries or challenges from a candidate Merchant Taylors' School will provide records detailing:

- the process deployed in calculating centre assessment grades and ranking of all candidates within each grade
- the support given to teachers in grading and ranking students
- 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

## Information for Candidates

### Results, Appeals and Certificates

#### Centre assessment grades and rank orders

Merchant Taylors' School has submitted centre assessment grades (CAGs) and rank order information to the relevant awarding body in accordance with Ofqual guidance and in line with the awarding body instructions.

The awarding bodies put these grades through a standardisation process to determine a calculated grade.

Where calculated grades are higher than CAGs, calculated grades will be awarded.

#### Final grades

On candidate statements of results (results slips) and certificates, final grades will be reported in the same way as in previous years.

#### About your results

Ofqual has provided information for students:

- **Your results, what next?** Understanding your qualifications grades this summer: updated 20 August 2020 [www.gov.uk/guidance/your-results-what-next](http://www.gov.uk/guidance/your-results-what-next)
- **Student guide to post-16 qualification results: summer 2020** - A guide for those receiving qualification results in England this summer (updated 19 August 2020)
- **Student guide to appeals, malpractice & maladministration complaints**  
Summer 2020 - What to do if you have concerns or questions about your grades (updated 19 August 2020) [www.gov.uk/government/publications/student-guide-to-post-16-qualification-results-summer-2020](http://www.gov.uk/government/publications/student-guide-to-post-16-qualification-results-summer-2020)
- **National Careers Service Exam Results Helpline** [www.gov.uk/careers-helpline-for-teenagers](http://www.gov.uk/careers-helpline-for-teenagers)

Awarding bodies will also provide information for students about results. Merchant Taylors' School will signpost you to any relevant information at results time.

If you have a concern about a grade you have been awarded, you can ask Merchant Taylors' School to:

- check whether an error was made when submitting your centre assessment grade and rank order to the awarding body
- raise a complaint with the Examinations Officer if you feel you were the victim of bias or discrimination in the grading process. Such complaints will be investigated by the Deputy Head Academic / Director of Studies and you will be provided with the evidence base from which your CAGs were generated. You could then pass this evidence on to the awarding body who could investigate for potential maladministration/malpractice
- 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 2020 state:

Only schools and colleges can submit an appeal. This also applies to private candidates (students who do not study in a school or college.)

If a candidate has concerns about how grades were arrived at they should talk to their school or college about their options.

- A candidate can ask their centre to check whether it made a mistake when submitting data to the awarding body (If the centre finds it made a mistake in the data it provided it can ask the awarding body to correct it)

- The centre can appeal to the awarding body on a candidate's behalf if it believes the awarding body made a mistake when it communicated a candidate's grade
- A candidate cannot challenge the centre under the appeals process on the centre assessment grades it submitted or the rank order positions
- A candidate cannot appeal because their mock exam result was higher than the grade awarded. The mock grade will have been taken into account in deciding a candidate's centre assessment grade. Candidates will either receive their centre assessment grade or the calculated grade (whichever is higher)
- This summer, candidates grades are protected and will not go down as a result of an appeal.
- If the centre is unhappy with the outcome of the awarding body's appeals process, it can appeal this decision through Ofqual's [Examination Procedures Review Service](#)
- A candidate can appeal against their 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 on the grounds set out above

### **Certificates**

Certificates, when received from the awarding body, will be available for candidates or an agreed and designated third party to collect on their behalf from Reception. Candidates will be written to when the certificates are available for collection.

## Internal appeals procedure

Merchant Taylors' School 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 policy on the school website alongside arrangements for results' days
- 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 communicating a grade
- ask the candidate to provide written informed consent (informed consent via candidate school email is acceptable) before an appeal is submitted to the awarding body
- 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

Merchant Taylors' School 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 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 communicating a grade

An internal appeal can be made where a candidate wishes to appeal against their 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 on the grounds for permissible appeals set out above (i.e. administrative / clerical error by the centre or the awarding body)

An internal appeal should be submitted by

- completing and submitting an **internal appeals pro-forma** by 1 September 2020

The appellant will be informed of the outcome of the internal appeal by 10 September 2020

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 will be paid by the centre
- if the appeal is upheld by the awarding body, this fee will be refunded by the awarding body to the centre

FOR CENTRE USE ONLY	
Date received	
Reference No.	

**Appendix 1: internal appeals pro-forma**



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

### Complaints and appeals log

Insert your centre's process on the use of this log, for example - On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date