

**Summer 2020
Results and Appeals process
at
Chiltern Hills Academy**

EXAMINATIONS – RESULTS AND APPEALS

PREFACE

Chiltern Hills Academy is a learning environment at the heart of its community. We encourage every person in our community to:

Create, Aspire and Excel to ‘Live life in all its fullness’ (John 10:10)

We achieve this through our dedication to the seven Christian values of love, hope, self-discipline, compassion, forgiveness, respect and honesty.

We are a community in which staff, students and parents work collaboratively to develop a learning environment and organisation which is spiritual, safe, innovative, creative and exciting. All members of the Academy are motivated and inspired by the vision to give their best and to play a full part in the life of the school and in their own developing lives.

The Governors at Chiltern Hills Academy are committed to achieving the vision and values. They oversee and monitor this policy to ensure that this is being achieved.

Information for Centre - Results and Appeals

Centre assessment grades and rank orders

Chiltern Hills Academy

- 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
- centre assessment grades will be issued upon request by the candidate either verbally, email or completion of the CAG request form, available on our website. Rankings should be requested via a Subject Access Request.

Final grades

Chiltern Hills Academy will:

- issue results in accordance with the centre's *Information for Candidates - Results, Appeals and Certificates and the JCQ guidelines*.
- Advise candidates to look at the Ofqual guidance to help support understanding of the grades awarded

Arrangements for results day(s)

Chiltern Hills Academy will:

- organise results day(s) and inform candidates of the arrangements in place for the collection of/access to their results

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- 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
- advise candidates to look through the 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

Chiltern Hills Academy 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 by including the information within their results envelope
- 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 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

Chiltern Hills Academy will provide a process for a candidate to appeal where they disagree with the decision by the centre:

- to not seek from the awarding body any information the awarding body holds that would be needed for an appeal; and/or
- to not appeal to the awarding body

Determination of Grades and Rank Orders

To respond to any queries, challenges or internal appeals from a candidate (or their parent/carer) Chiltern Hills will provide records detailing:

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- the process deployed for each subject in calculating centre assessment grades and ranking of all candidates within each grade.
- the support given to any newly qualified 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

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](#)

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Information for Candidates

Results, Appeals and Certificates

Centre assessment grades and rank orders

Chiltern Hills 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 (<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.

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) in August as follows:

Date	Qualification type
13/08/2020	GCE (AS, A Levels) and BTEC Level 3 qualifications
20/08/2020	GCSE, BTEC Level 1/2 and Cambridge National qualifications

Arrangements for results day(s)

As a result of the COVID-19 pandemic we have changed our normal way of managing our results days this year. We are only inviting Yr13 and Yr11 students into school to collect their results on the day to ensure we do not have too many students on site.

- Yr10, Yr12 and private candidates will receive their results via their **school/personal email** accounts on results day. They will also receive a printed copy of their statement of results in the post.
- Yr13 and Yr11 will collect their results, but to manage the flow of students on site, the students will be divided into groups based on surname, as per the tables below.

Year 13 – Results Collection 13 August 2020

Time Slot	Surname Beginning
9.30am – 10.00am	Group 1 – A to L
10.00am – 10.30 am	Group 2 – M to Z

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Year 11 – Results Collection – Thursday 20 August 2020

Time Slots	Surname Beginning
9.30 to 10.00	Group 1 - A to D
10.00 to 10.30	Group 2 - E to J
10.30 to 11.00	Group 3 - K to P
11.00 to 11.30	Group 4 - Q to Z

Centre staff will be available for students if you would like to discuss your results.

Concerns about your results

At results time, Ofqual will be providing information for students 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. 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.

<https://www.gov.uk/careers-helpline-for-teenagers>

Awarding bodies will also likely provide information for students about results. Chiltern Hills Academy 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 Mrs Dell, Exams Officer or your subject teacher to:

- check whether an error was made when submitting your centre assessment grade and rank order to the awarding body
- raise a complaint with Mrs Dell, Exams Officer if you feel you have evidence of bias or that you were discriminated against; you 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 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 2020 identify the grounds on which appeals can be made.

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:

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- 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 Chiltern Hills Academy in calculating their centre assessment grades and position in the rank order
- appeal directly in any respect to the awarding body

Certificates

Certificates, when received from the awarding body, will be issued to candidates at the Senior Awards event in December 2020 or be available for collection from Chiltern Hills Academy.

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Internal appeals procedure

Chiltern Hills Academy 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 issuing the *Results and Appeals Process*
- 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
- collect consent only after the publication of results.
- advise, where relevant, an affected candidate to inform any third party (such as a university or college) that an appeal has been submitted to an awarding body

Chiltern Hills Academy 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

An internal appeal should be submitted by:

- completing and submitting an **internal appeals form** to Mrs Dell, Exams Officer by **[DD] September 2020 [X working/calendar days]** prior to the centre's internal **deadline for submitting a request for an appeal**

The candidate will be informed of the outcome of the internal appeal as soon as a decision has been made and in sufficient time for the centre to take any appropriate action where the internal appeal may be upheld.

If the internal appeal is upheld by the centre:

- where applicable Chiltern Hills Academy, will request information that the awarding body holds which would be needed for an appeal within the time period set by the awarding body
- where applicable Chiltern Hills Academy, will submit an appeal on the candidate's behalf to meet the awarding body's deadline for appeals

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- Chiltern Hills Academy will charge the candidate any fee set out by the awarding body for a preliminary appeal and will require payment prior to an appeal being made.

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Internal appeals form

Summer 2020 awarding

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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

- 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

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Complaints and appeals log

Chiltern Hills Academy will on receipt of an appeal log all complaints/appeals and assign them with a reference number. Outcome and Outcome date will also be recorded.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

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MONITORING, EVALUATION AND REVIEW

This policy will be reviewed when there are changes in the law or annually, to assess implementation and effectiveness. This policy will be promoted and implemented throughout the Academy.

DATE APPROVED		
REVIEW DATE		
SIGNED PRINCIPAL	PRINT NAME	MR K PATRICK
SIGNED CHAIR OF GOVERNORS	PRINT NAME	MR A BROWN