

**Summer 2021
Results and Appeals process for
GCE/GCSE/BTEC and CNAT**

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.

Please note:-

Throughout this policy we refer to the ‘Centre’. The ‘Centre’ is Chiltern Hills Academy.

Information for Centre - Results and Appeals

Teacher Assessed Grades

Chiltern Hills Academy:

- will not divulge Teacher Assessed Grades with candidates or parents/carers before the issue of results
- understands that any inappropriate disclosure of Teacher Assessed Grades and information before the issue of results will be investigated by awarding bodies as potential malpractice

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 and JCQ guidance to help support understanding of the grades awarded

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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
- 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 information.

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 putting the appeals policy on the schools website, a link in the schools newsletter including the information within their results envelope
- provide candidates with a statement of the arrangements promptly when requested
- submit an appeal to the awarding body on behalf of a candidate or candidates following a Centre review outcome has been given and it is believed:
 - the Centre itself made an error when submitting Teacher Assessed Grades 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 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 upon request by a candidate or private candidate

- conduct a Centre Review to determine if the school:
 - failed to follow its procedures properly or consistently in arriving at that result or
 - made an administrative error in relation to the result.

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Determination of Grades

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

- the process deployed for each subject in calculating Teacher Assessed Grades of all candidates within each grade.
- the support given to any newly qualified teachers in grading 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

[Student Guide to Awarding Summer 2021](#) GCSEs, AS, A levels, Extended Project Qualifications and the Advanced Extension Award in maths

[General Qualifications Alternative Awarding Framework](#) GCSEs, AS, A levels, Extended Project Qualifications and the Advanced Extension Award in maths

[Regulatory arrangements for the awarding of Vocational, Technical and other general qualifications in 2020-2021](#)

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Information for Candidates

Results, Appeals and Certificates

Results

Teacher Assessed Grades

Chiltern Hills has submitted Teacher Assessed Grades to the relevant awarding body in accordance with the Ofqual guidance¹ on *Awarding qualifications in summer 2021* and in line with the awarding body instructions ([Information for Heads of Centre heads of department and teachers on the submission of teacher assessed grades- summer 2021](#)).

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
10/08/2021	GCE (AS, A Levels) and BTEC Level 3 qualifications
12/08/2021	GCSE, BTEC Level 1/2 and Cambridge National qualifications

Arrangements for results day(s)

We are inviting Yr11, Yr12 and Yr13 students to come and collect their results in timed slots of half an hour each (at the time of writing Covid-19 restrictions are in place) and this will be by alphabetical order according to surname. Please see the tables below. Students are asked to bring a mask with them and continue to social distance.

Year 13 & 12 – Results Collection Tuesday 10th August 2021

The timings will be as follows:-

Time Slot	Surname Beginning
09:30 to 10:00	Group 1: A to L
10:00 to 10:30	Group 2: M to Z
10:30 to 11:00	Group 3: Yr12 AS Level and CFS students

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Year 11 & 12 – Results Collection Thursday 12th August 2021

The timings will be as follows:

Time Slot	Surname Beginning
09:30 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 - Yr12 GCSE retake and BTEC Level 2

Centre staff will be available for students if they would like to discuss their results.

Results must be collected by the **student** who has taken the exams. If this is not possible, written permission should be given by the student detailing who will be collecting the results on their behalf. The representative collecting the results should bring the letter with them and some form of **photo ID**. Unfortunately, if no photo id or a letter from the student is provided we cannot issue results.

Alternatively, if a student is unable to collect their results in person, they may be posted out to their home address. Please provide an A4 stamped address envelope to Mrs Dell, the Examinations Officer, by **Monday 19th July 2021**.

Concerns about your results

At results time, Chiltern Hills Academy will guide students to look at the Student Guide to Awarding Grades Summer 2021, (please see page 4 for a link to this document) 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 to:

- check whether an error was made when submitting your Teacher Assessed Grade 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

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- provide information about the opportunity to take an exam in the Autumn Series or in summer 2022

Appeals

Arrangements for appeals

The arrangements for awarding qualifications in Summer 2021 identify the grounds on which appeals can be made.

Stage 1 – Centre Reviews

This is the first stage of the appeals process in Summer 2021.

Candidates can appeal their grades through their Centre if they feel the process this summer was not followed correctly in their case.

A candidate including a private candidate can

- submit a request for a Centre Review on the grounds that the Centre has:-
 - failed to follow its procedures properly or consistently in arriving at that result or
 - made an administrative error in relation to the result.

A Centre review must be completed and an outcome reported to the student before an appeal can be submitted to the awarding organisation. Any appeals where this has not happened will be rejected by the awarding organisation and a new application will need to be submitted once the Centre review has been completed.

All requests for a Centre review must be made directly to the Centre which submitted the grade(s) and **candidates must be aware that grades may be raised, stay the same or be lowered as a result of the review**. To request a centre review complete the request form included within your results envelope, online or electronically and return to tdell@chacademy.co.uk, alternatively drop the form off at Chiltern Hills Academy or post to the school. All requests for Centre reviews should be made by the candidate to the Centre by:

- **16th August 2021** (priority appeals – for students applying to higher education who did not attain their firm choice, e.g. the offer they accepted as their first choice, and wish to appeal an A Level or other Level 3 qualification result)
- **3rd September 2021** (in all other cases)

This will enable Chiltern Hills Academy to meet the deadlines to submit appeals to awarding organisation.

- Centre reviews which are not submitted by these dates may lead to appeals not being completed in time for those with a higher education place dependant on the outcome of the appeal.
- To request a Centre review students must complete **Appendix A Stage One Centre Review** request and consent form online or electronically and return to tdell@chacademy.co.uk, alternatively drop the form off at Chiltern Hills Academy or post to the school. Without a completed form we cannot process a Centre Review.

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- Students must be aware that grades may be raised, stay the same or be lowered as the result of a review.
- A record of all review applications and the outcomes of those reviews will kept on file in the Exams Office.
- A candidate who wishes to withdraw a review request can do so as long as no finding has been made. A Centre review cannot be withdrawn once a finding has been made.

Reporting an Outcome

- Once Chiltern Hills Academy has considered the review and determined if a grade change is necessary due to a procedural failure or administrative error, we will report the outcome to the student who submitted the review (if the grade has not changed) or to the awarding organisation to request a change to the grade.
- If the grade is to be changed Chiltern Hills Academy will send an error correction request to the awarding organisation which will include 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. The Awarding organisation will then consider the outcome and reasons and make the final decision about changing the grade.
- Amended grades will be reported to the Centre to be shared with the student along with the Centre review decision. In cases where the awarding organisation disagrees with the Centre's decision to amend a grade as a result of a review and considers it in-appropriate to do so, or considers a different grade to be appropriate, the awarding organisation will clearly communicate its reasons to the Centre.
- Chiltern Hills will provide a Centre Review outcome form to the candidate following the outcome of the review.
- A record of the outcome of all reviews will be kept by the Centre.
- Any appeal to the awarding organisation must be submitted on the student's behalf by the Centre that carried out the relevant review, with the consent of the student. Refusal to submit an appeal for the student could be considered malpractice and investigated by the awarding organisation.

Stage Two – Appeals to the Awarding Organisation

This is the second stage of the appeals process in summer 2021.

Any candidates including a private candidate, who considers that there has been a procedural error, an administrative error or that their grade reflects an unreasonable exercise of academic judgement (either because of the way that the grade has been determined and/or the selection of the evidence), may submit a request for an awarding organisation appeal after they have received the outcome of their Centre review and after the publication of results. **Candidates must be aware that grades may be raised, stay the same or be lowered as the result of an appeal to the Awarding Organisation.**

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The Centre must submit an appeal to the awarding organisation if the student considers that:

- the Centre did not follow its procedure properly or consistently in arriving at the results, or during the Centre Review.
- the awarding organisation made an administrative error in relation to the result.
- the Centre made an unreasonable exercise of academic judgement in the choice of evidence from which to determine the grade and/or the determination of that grade from the evidence.

Any appeal can only be made against a result issued. A student who believes that the Centre's decision to withdraw an entry due to insufficient evidence on which to determine a Teacher Assessed Grade, or not to make an entry in the first place, must raise such concerns through the Centre's complaints process. Any continuing concerns following completion of the Centre's complaints process may subsequently be raised through the awarding organisation's complaint process.

All requests for an appeal must be made directly to the Centre which submitted the grade and must be received by the awarding organisation by:

- **23rd August 2021** for priority appeals (for 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 A Level or other Level 3 qualification results or by,
- **17th September 2021** for non-priority appeals
- All requests for appeals, from internal and Private Candidates, must be made to the Centre which determined and submitted the grade and the Centre must submit the appeal request to the awarding organisation.
- Appeals which are not submitted by the dates above may lead to appeals not being completed in time for those 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.
- The awarding organisations will not accept appeals directly from students or parents. Appeals submitted by students or parents directly to an awarding organisation will not be processed and will need to be re-submitted via the Centre. This may risk appeals not being completed in time for those 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.
- Any student who requests a priority appeal must include their UCAS personal ID with the appeal application for it to be processed as such. They should also notify their higher education provider that they have requested an appeal at the earliest possible opportunity so they can decide how to handle their offer.
- To request an appeal to awarding body review students must complete **Appendix B Stage Two – Appeals to the Awarding Organisation** request and consent form on the Chiltern Hills Academy website under exams or electronically and return to tdell@chacademy.co.uk, alternatively drop the form off at Chiltern Hills Academy reception or post to the school. Without a completed form we cannot process a Centre Review.

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- **Candidates must be aware that grades may be raised, stay the same or be lowered as the result of an appeal to the Awarding Organisation.**
- Chiltern Hills Academy must accept and submit a request for an appeal from a student. A failure to do so could constitute malpractice and awarding organisations are required to follow up on such cases.
- Appeals cannot be made to an awarding organisation until the Centre Review has been completed. Any requests submitted where this is not the case will be rejected by the awarding organisation and a new application will need to be submitted after the Centre review has concluded.
- Chiltern Hills Academy will confirm to the student when the appeal has been submitted to the awarding organisation.
- The awarding organisation will then decide whether it will accept the appeal for evaluation or not.
- The decision on whether to accept the application for an appeal is based on:
 - Whether the grounds of appeal are within the remit of the appeals process (where a rationale is required)
 - Whether a Centre Review has been completed
 - The timing of the application in relation to the published deadlines for submitting appeals.
 - Whether the student has confirmed that they consent to their grade being raised, lowered or staying the same.
- If an application for an appeal is not accepted, the reason(s) for this will be given.
- A candidate who wishes to withdraw an appeal request from the awarding organisation can do so as long as no finding has been made. An application for an awarding organisation appeal cannot be withdrawn once a finding has been made.
- Where the awarding organisation
 - Identifies an procedural error or
 - Finds alternative evidence should have been included in the range of evidence
 - And that this may have impacted the Teacher Assessed Grade, they will report these findings to the Centre and direct them to review the Teacher Assessed Grade.
- The Centre must share the outcome of the awarding organisation appeal, and where appropriate the next stage of the process with the student promptly.

Certificates

Certificates, when received from the awarding body, will be issued to candidates by the Centre. Information on how the certificates can be collected will be available on the Chiltern Hills Academy website and included in the school newsletter.

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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 Teacher Assessed Grade or if it believes an awarding body made a mistake when communicating a grade
- ask the candidate to provide written informed consent by completing the Stage 1 Centre Review request and consent form (form can be received via candidate email) and send the candidate the outcome before a Stage 2 appeal is submitted to the awarding body as the appeal could result in the final grade being raised, stay the same or be lowered from what 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

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 continue with a Stage 2 appeal to the awarding body after a Centre Review.

An internal appeal should be submitted by:

- completing and submitting an **internal appeals form** to Mrs Dell, Exams Officer by **21st August 2021 for priority appeals and for non-priority appeals 15th September 2021** 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
- 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.

Appendix A



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC

Student Request Form for Centre Reviews and Appeals to Awarding Organisations

Important information for students

What may happen to your grade during the Centre Review and appeals process?

If you request a Centre review or an awarding organisation appeal there are three possible outcomes:

- Your original grade is **lowered**, so your final grade will be lower than the original grade you received.
- Your original grade is **confirmed**, so there is no change to your grade.
- Your original grade is **raised**, so your final grade will be higher than the original grade you received.

Once a finding has been made you cannot withdraw your request for a Centre review or appeal. If your grade has been lowered you will not be able to revert back to the original grade you received on results day.

What will be checked during a Centre review?

You can ask the Centre to check whether it made a **procedural error**, an **administrative error**, or both.

A procedural error means a failure to follow the process set out in the Centre policy. An administrative error means an error in recording your grade or submitting your grade to the awarding organisation.

You must request a Centre review before you can request an awarding organisation appeal. This is so the awarding organisation is certain that your grade is as the Centre intended.

What will be checked during an awarding organisation appeal?

You can ask the awarding organisation to check whether the Centre made a **procedural error** - or whether the awarding organisation itself made an **administrative error**. You can also ask the awarding organisation to check whether the **academic judgement** of the Centre was unreasonable, either in the selection of evidence or the determination of your grade.

When do I need to submit my request?

You should submit a request for a Centre review by **16 August 2021 for a priority appeal**, or by **3 September 2021 for non-priority appeals**.

Once you have received the outcome of your Centre Review, if you wish to request an awarding organisation appeal you should do so as soon as possible. Your school or college will submit this on your behalf. Requests for a priority appeal should be submitted by **23 August 2021** and requests for non-priority appeals should be submitted by **17 September 2021**. Priority appeals that aren't submitted to the awarding organisation by 23 August 2021 will still be treated as a priority but they may not be completed in time for those with a higher education place dependent on the outcome of the appeal.

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What is a priority appeal?

A priority appeal is only for 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. You should inform your intended higher education provider that you have requested a Centre review or appeal.

What is your UCAS personal ID and why is it needed?

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

EXAMINATIONS – RESULTS AND APPEALS

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

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"/>

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: <ul style="list-style-type: none">The outcome of the review may result in my grade remaining the same, being lowered or raisedThe 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
_____	_____	_____

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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	

EXAMINATIONS – RESULTS AND APPEALS

Appendix B 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.

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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

EXAMINATIONS – RESULTS AND APPEALS

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.