



20 July 2021

Rachel Hutchinson  
**Principal**

Dear Parent/Carer and Student

## **Re: Process of Appeals for Teacher Assessed Grades - Summer 2021**

The arrangements for awarding grades to students in summer 2021 include internal and external quality assurance measures which aim to ensure that on results day students are issued with fair and consistent grades that have been objectively reached.

Although everyone has worked hard to make sure that students are issued with the correct grades on results day, there is also an appeals system in place to fix any administrative or procedural errors that were not previously identified.

The following information on appeals is adapted from the JCQ guidance for students and parents: <https://www.jcq.org.uk/wp-content/uploads/2021/03/JCQ-Guidance-for-Students-and-Parents-on-Summer-2021.pdf>

If a student believes an error has been made in determining their grade, they will have a right to appeal. There are two stages to the appeals process:

### **Stage 1: Centre Review**

If a student does not think that they have been issued with the correct grade, they can appeal to their school or college, who will review whether they:

- made an administrative error, e.g. they submitted an incorrect grade or they used an incorrect assessment mark when determining their grade;
- did not apply a procedure correctly, e.g. they did not follow their Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness.

To help students decide whether to appeal, they can request that their school or college shares with them the following information on results day, if not before:

- their Centre Policy;
- the sources of evidence used to determine their grade along with any grades/marks associated with them;
- details of any special circumstances that have been taken into consideration in determining their grade, e.g. access arrangements, mitigating circumstances such as illness.

At Ivybridge Community College, we have previously published our Centre Policy: this can still be viewed via the College website [here](#), and details of the evidence being used in each subject to determine grades. Additionally, enclosed with their final results, students will also find out their raw scores for each piece of evidence. If any student was subject to special consideration due to mitigating circumstances of which they informed the College, this will be noted with their results. Similarly, if evidence from the published evidence-base was missing for any reason, this will also be indicated. In such circumstances, each case was considered individually against the evidence we held for that student.

### **Stage 2: Appeal to the Examination Board**

If a student still does not think they have the correct grade after the centre review is complete, they can ask their school or college to appeal to the examination board, who will review whether:

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- the school or college made an unreasonable exercise of academic judgement in the choice of evidence from which they determined their grade and/or in the determination of their grade from that evidence;
- the school or college did not apply a procedure correctly, e.g. they did not follow their Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness;
- the examination board made an administrative error, e.g. they changed their grade during the processing of grades.

At both stages of the process, students will need to submit their appeal to their school or college and give them their written consent to either conduct the appeal or submit it to the examination board on their behalf (depending on whether it is a stage 1 or stage 2 appeal). It is important to remember that **grades can go down, up or stay the same** through either stage of the process.

If students have a place at university that is dependent on their appeal, they should tell the establishment they are hoping to go to so they can decide how to handle their offer. They must also make it clear in their centre review request so we can ask the examination board to prioritise their appeal, if an appeal is necessary. In such cases, students will be required to also include their UCAS Personal ID.

The timelines for priority and non-priority appeals will be as follows:

**10 August to 7 September: priority appeals window**

- 10 August to 16 August: student requests centre review
- 10 August to 20 August: centre conducts centre review
- 11 August to 23 August: centre submits appeal to the examination board if requested by the student

**10 August to end October: majority of non-priority appeals take place**

- 10 August to 3 September: student requests centre review
- 10 August to 10 September: centre conducts centre review
- 11 August to 17 September: centre submits appeal to the examination board

Finally, if a student believes the examination board has made a procedural error in handling their appeal, they can apply to Ofqual's Exam Procedures Review Service to review the process undertaken by the examination board.

Once students have received their results, in order to begin the process of appealing a result, students will need to go onto the College website and follow the relevant links on the homepage. All appeals will be submitted via an electronic form and all communication will be via students' Ivybridge Community College email addresses. In submitting an appeal, students will be required to indicate that they understand that their grade can go down, up or remain the same as a result of an appeal.

The Exams Office will be available to take calls from Tuesday, 10 August to Friday, 20 August to discuss any queries and to prioritise priority appeals. Please contact [exams@ivybridge.devon.sch.uk](mailto:exams@ivybridge.devon.sch.uk) to request a call back. From Monday, 23 August to Friday, 3 September, the email address above will be monitored; please expect a reply within 48 hours.

Can I please take this opportunity to remind you of the dates and arrangements for the forthcoming results days:

- **A Level/Level 3 results will be issued at 9.00am on Tuesday, 10 August**
- **GCSE/Level 2 results will be issued at 9.00am on Thursday, 12 August**

Results will be available in the Neil Maythorne building each day. Students should enter via the doors closest to the car park. For any students not wishing or unable to come on-site to collect their results, these will also be issued via email to students' College email addresses.

We will press Send at 9.00am on each results day and we then expect results to arrive in student inboxes no later than 11.00am. If a student wishes for someone else to collect their results on their behalf, they must provide that person with written permission to bring with them on the day. Senior staff and the Sixth Form Team will be on hand each results day to support students.

Yours faithfully

Heather Lilley  
**Deputy Principal**