

New City College

Summer 2020

Results and Appeals process

Information for Centre

Results and Appeals

Centre assessment grades and rank orders

New City College

- will not divulge provisional (centre assessment) grades, nor rank orders, with candidates before the issue of results
- will only discuss results information with the candidate concerned. Results information will not be disclosed or discussed with parents or carers
- 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
- will reveal centre assessed grades and rankings after the issue of results by individual requests from a learner in writing

Final grades

New City College will:

- issue results in accordance with the *Information for Candidates - Results, Appeals and Certificates* document (P. 4-5)
- signpost candidates 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)

New City College will:

- organise results day(s) and inform candidates of the arrangements in place to access their results
- ensure senior members of centre staff are 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 calculated this year and the options available if they believe their result was not properly produced, including access to appeal

Arrangements for appeals

New City College 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 prior to the issue of results by publishing the process on the web site
- 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

New City College will provide a process for a candidate to appeal against any decision the centre may make:

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

How centre assessment grades and rank orders were determined

To respond to any queries, challenges or internal appeals from a candidate New City College will provide records detailing:

- the process deployed for each subject in calculating centre assessment grades and ranking of all candidates within each grade or within the cohort
- 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](#)

Information for Candidates

Results, Appeals and Certificates

Centre assessment grades and rank orders

New City College has submitted provisional (centre assessment) grade(s) and rank order(s) 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.

¹ <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 other Level 3 qualifications
20/08/2020	GCSE and other Level 1/2 qualifications

Arrangements for results day(s)

Results will be available through Etrackr (Redbridge, Tower, Hackney & Epping) or ProPortal (Havering Colleges) at 8am on the above dates. GCE and GCSE paper statements of results will be posted first class to student's home addresses on the Thursday to arrive on the Friday. Students will not be permitted to come to the colleges to collect their results. New City college will not be able to disclose results information to anyone but the student.

Concerns about your results

Ofqual have provided information² 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*³ 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.

²<https://www.gov.uk/guidance/your-results-what-next>

<https://www.gov.uk/government/publications/student-guide-to-post-16-qualification-results-summer-2020>

<https://www.gov.uk/government/publications/student-guide-to-appeals-and-malpractice-or-maladministration-complaints-summer-2020>

³ <https://www.gov.uk/careers-helpline-for-teenagers>

Awarding bodies will also likely provide information for students about results. New City College 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 New City College 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 Principal 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 state:

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:
 - 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 New City College in calculating the centre assessment grade 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 by first class post. Students must keep the college up to date with their current address. New City College will not take responsibility for certificates that are sent to incorrect addresses if they have not been notified of a student's change of address.

Internal appeals procedure

New City College 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 via the college website
- 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
- 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

New City College 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 can be submitted to the centre where a candidate 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 and/or
- not to appeal to the awarding body

An appeal should be submitted by

- Completing the [Summer 2020 Extraordinary Regulatory Framework Appeals Application Form](#)
- The deadline for submission of the form is the 10th September

The appellant will be informed of the outcome of the appeal in writing to the email address supplied within the application form.

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 must be paid to New City college before the appeal is submitted to the awarding body.
- if the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by New City College.