

# NEW-BRIDGE INTEGRATED COLLEGE CENTRE POLICY FOR THE POST-RESULTS SERVICE



Adopted by Board of Governors on 28/06/2021  
Responsible: Mrs Anderson, Principal – Head of Centre

## 1. Statement of Intent

The purpose of this policy is:

- to provide an overview of the Post-Results Service for Summer 2021 in the context of the guidance issued by CCEA - *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* and JCQ (*Joint Council for Qualifications*) - *A guide to appeals processes Summer 2021 series*;
- to ensure that all staff involved in the process know, understand and can carry out their roles effectively;
- to ensure students understand the Post-Results Service, the centre's role and the role of the awarding organisation (AO); and
- to provide relevant timelines to ensure the successful completion of internal processes so as not to hinder the progress of any student to the next phase of their education.

It is the responsibility of everyone involved in the Post-Results Service within New-Bridge Integrated College to understand and implement this policy. This Post-Results Service Policy is in line with *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* and *JCQ - A guide to appeals processes Summer 2021 series*, and any further guidance provided by CCEA or JCQ in relation to the Post-Results Service. Staff will familiarise themselves with all relevant documents.

Please note that New-Bridge Integrated College uses specifications provided by – CCEA, AQA, OCR and WJEC. All of these awarding organisations use the same two Stage process for the post results service.

## 2. Process Overview

Students must commence with Stage 1 which will be completed by New-Bridge Integrated College and may then progress to Stage 2. The two stages are:

- **Stage 1** - A Centre Review, completed by New-Bridge Integrated College
- **Stage 2** – An Appeal to the relevant Awarding Organisation, submitted by New-Bridge Integrated College on behalf of a student and completed by the Awarding Organisation.
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## **Stage 1 – Centre Review conducted by New-Bridge Integrated College**

For full details refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021 and JCQ - A guide to appeals processes Summer 2021 series*.

Any student, including private candidates, who was awarded a Centre Determined Grade by New-Bridge Integrated College in summer 2021 is permitted to submit a request for a Centre Review. New-Bridge Integrated College will complete a Centre Review for any student who makes a request. To help students decide whether to request a Centre Review, New-Bridge Integrated College will provide students, voluntarily or on request, with access to:

- the centre CDG policy;
- the sources of evidence used to determine the CDG, including any marks and/or grades;
- details of any variations in evidence used; and
- details of any special circumstances that were considered in determining their grade.

All requests for a Centre Review must be made directly to New-Bridge Integrated College using the relevant form provided by CCEA or JCQ, as appropriate. A student may request a Centre Review if they consider:

- 1) New-Bridge Integrated College made an administrative error in relation to their grade; and/or
- 2) New-Bridge Integrated College did not follow its procedure in arriving at the CDG as outlined in the CDG Policy.

If a student wishes to submit an appeal on the ground of academic judgement (unreasonableness), this will only be considered by the Awarding Organisation at Stage 2. To enable a student to move to this stage, a Centre Review must first be completed by New-Bridge Integrated College to ensure there have been no administrative errors and that procedures have been followed, or these have been addressed.

Students may submit a priority Centre Review if they have a place at a Higher Education Institution on hold.

### Determining the Outcome of a Centre Review

(Refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021 and JCQ - A guide to appeals processes Summer 2021 series* for full details)

All Centre Reviews will be completed using the form provided by CCEA/JCQ and will be retained by New-Bridge Integrated College electronically to be submitted should a student decide to request a Stage 2 Appeal to the Awarding Organisation.

In order to determine the outcome of a Centre Review, the member of staff conducting the review will have access to the following records and will consider:

- a) the reason presented by the student for the review where this has been specified:

- b) the centre's approved policy and whether it was followed;
- c) the evidence which was used to determine the grade (although the reviewer will not be assessing or re-marking this evidence);
- d) any relevant assessment records that detail amendments to the range of evidence for the student and, where applicable, the steps taken to address any known mitigating circumstances or approved access arrangements;
- e) the records of the quality assurance processes and whether these were followed in determining the grade;
- f) the record of any pre-results discussions between the centre and student (for example, where a student has raised mitigating circumstances earlier in the process);
- g) relevant centre administration records; and
- h) any other documentation the decision-maker feels necessary to process the review.

In cases where an administrative or procedural error is identified, the member of staff completing the review will decide whether a grade change is required; this may require input from the Head of Department or Subject Teacher.

**The outcome of any Centre Review completed by New-Bridge Integrated College may result in the grade going up, going down or staying the same.**

#### Reporting the Outcome of a Centre Review

If a grade change is considered to be required, New-Bridge Integrated College will submit an error correction request to the Awarding Organisation as soon as possible.

New-Bridge Integrated College will provide the student with an outcome letter using the template provided by CCEA/JCQ. This will include:

- whether or not the review found a procedural failure or administrative error;
- if it did, what that error or failure was;
- the reason for the finding;
- whether there was a grade change and, if so, what the new grade is;
- a reason for the grade change, or lack of change; and
- information on the next steps if a student wishes to submit an appeal to the Awarding Organisation.

A record of the outcome of all Centre Reviews will be retained to be submitted to the Awarding Organisation(s) should a student decide to request a Stage 2 Appeal to the Awarding Organisation.

#### **Stage 2 – Appeal to the Awarding Organisation**

For full details refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021 and JCQ - A guide to appeals processes Summer 2021 series*

Whether or not an administrative or procedural error was found through the Centre Review, and whether or not the grade changed as a result, all students, including private candidates, have the right to submit an Appeal to the Awarding Organisation as the next stage in the process. Where

requested by the student, New-Bridge Integrated College will submit such appeals on the student's behalf and include the following as required:

- CCEA/JCQ submission form completed by the student;
- Evidence used to determine the Centre Determined Grade; and
- Completed Candidate Assessment Record, or similar, for the student.

New-Bridge Integrated College will submit any request for an Appeal to the Awarding Organisation from a student upon the conclusion of a Centre Review. New-Bridge Integrated College will have a process in place to communicate the outcome of the Appeal to the Awarding Organisation to the student upon completion.

### Withdrawal of Stage 2 Appeal

If a student submits a request for an appeal but subsequently decides they wish to withdraw it, an Awarding Organisation will accept requests for appeals to be withdrawn as long as no outcome has been determined. Please note a withdrawal can only be made in writing by the student. An application for appeal to an Awarding Organisation cannot be withdrawn once an outcome has been determined.

The outcome of any Review completed by the Awarding Organisation may result in the grade going up, going down or staying the same.

### **3. Roles and Responsibilities**

New-Bridge Integrated College will:

- Have appropriate arrangements in place to conduct a Centre Review in line with the CCEA/JCQ guidance;
- Ensure that a transparent process is in place so that students and parents understand the steps in a Centre Review;
- Complete a Centre Review if requested by a student, checking for any administrative errors and/or procedural failures;
- Decide if a grade change is considered to be necessary having completed the Centre Review;
- Make a request to the Awarding Organisation(s) for any changes considered to be necessary to Centre Determined Grades;
- Submit any requests to the Awarding Organisation(s) for an Awarding Organisation Appeal;
- Communicate the outcome of any Centre Review and/or Awarding Organisation Appeal to students;
- Retain records of all completed Centre Reviews electronically, to be submitted to the Awarding Organisation should a student decide to request a Stage 2 Awarding Organisation Appeal; and
- Provide pastoral support to students at each stage of the process, as required.

New-Bridge Integrated College will also carefully consider the requirements of their centre policies, particularly in relation to the separation of duties and personnel to ensure fairness in reviews and appeals.

**The Board of Governors** is responsible for approving the policy.

**The Head of Centre** has overall responsibility for New-Bridge Integrated College as an examinations centre and will ensure the roles and responsibilities of all staff are defined. The Head of Centre may complete Centre Reviews and/or may delegate this responsibility to another member of the centre staff. The Head of Centre is required to sign-off the outcome of any Centre Review. The Head of Centre should communicate the outcome of any Stage 1 Centre Review or Stage 2 Appeals to the Awarding Organisation to students.

**The Senior Leadership Team** will support the Head of Centre in completing Centre Reviews. They may undertake a support function to students in the completion of any required paperwork or provide advice on the submission of review requests.

**The Examinations Officer** will submit any Stage 2 Appeal to the Awarding Organisation through the Awarding Organisation(s) portals, or delegate this responsibility to another member of centre staff. The Examinations Officer or a delegated member of staff will submit any error correction requests to the Awarding Organisation, should it be considered that a grade change is required.

**Heads of Department and Subject Teachers** may be required to provide expert opinion on whether or not a grade change is required should an administrative error or procedural failure be identified through a Centre Review.

#### **4. Timelines and Dates**

The deadline for submission of priority (A2) Stage 2 Appeals to the Awarding Organisation, where a place at a higher education Institution is on hold, is **23 August 2021**.

**In order for New-Bridge Integrated College to meet the above deadline for submission, any requests for a priority Centre Review, where a place at a higher education Institution is on hold, must be submitted no later than 16 August 2021.**

The deadline for submission of all other Stage 2 Appeals to the CCEA and other Awarding Organisations is **17 September 2021**.

In order for New-Bridge Integrated College to meet the above deadline for submission, all other requests for a Centre Review must be submitted no later than **3 September 2021**.

#### **5. Conflicts of Interest**

To protect the integrity of the process, staff must declare any potential conflicts of interest to the Head of Centre. An example of a conflict could include conducting a Centre Review for a family member or close friend. The Head of Centre will take the appropriate actions to manage any potential conflicts of interest arising with centre staff.

#### **6. Fees**

There will be no fee charged for the use of the Post Results Service.

# Appeals Process

## After results day

Results issued (10/12 August)

1. Student asks centre for review because they think there has been an error

*Note: Grades can go up, down or stay the same*

Centre review: Centre checks for errors and process issues. Centre wants to change grade?

No

Yes

Centre informs student of outcome

Awarding Organisation checks and issues final grade; may require input from Centre

2. If Student thinks the error has not been resolved they ask centre for Awarding Organisation appeal

*Note: Grades can go up, down or stay the same*

Centre submits Awarding Organisation appeal

Awarding Organisation appeal:

Have processes been followed, is the grade a reasonable exercise of academic judgement?

No

Yes

Awarding Organisation issues final grade; may require input from Centre


Awarding Organisation issues final grade

Centre informs student of outcome

3. If dissatisfied, applications may be made to Ofqual's EPRS (Exam Procedures Review Service)

# CCEA Post Results Service – Appeals Documentation

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**CCEA Post-Results Service Submission Form**

**Important Information for Students**

**What may happen to your grade during the Centre Review and Appeal to CCEA Awarding Organisation?**

If you ask your school or college to undertake a Centre Review of your grade, or if you subsequently ask for an appeal to be submitted to CCEA Awarding Organisation (AO), there are three possible outcomes:

- your original grade goes down, so your final grade may be lower than the original grade you received;
- your original grade stays the same, so there is no change to your grade; or
- your original grade goes up, so your final grade may be higher than the original grade you received.

To initiate a Centre Review, you must complete the form below. You can sign the form with an electronic, handwritten or typed signature. This confirms to your school or college that you have understood what the outcome might be, at any stage of the Centre Review and appeals process, and that you give your consent to a Centre Review and, should you wish, a subsequent Appeal to CCEA AO. A Centre Review or appeal cannot be withdrawn once a finding has been made.

If you believe an error persists once you have received the outcome of the Centre Review and you wish to progress to an Appeal to CCEA AO, you should discuss this as soon as possible with your school or college and ask them to submit your appeal on your behalf. CCEA AO needs to receive an application for appeal from your school or college by 23 August 2021 for priority appeals (those with higher education places pending the outcome of an appeal) or 17 September 2021 for non-priority appeals.

**What is a priority appeal?**

A priority appeal is for students whose higher education place is pending the outcome of an appeal. You should inform your preferred higher education provider that you have requested a Centre Review or Appeal to CCEA AO.

**What is your UCAS personal identifier?**

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

**Stage 1 – Centre Review**

**A. Student Request**  
This section is to be completed by the student.  
If you need help completing this section, please speak to your school or college.

Centre Name	Centre Number	
Student Name	Candidate Number	
Qualification Level	Qualification Title	
Centre Determined Grade issued		
Are you applying for a priority appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, provide your UCAS, CAO or other Higher Education applicant reference

**Grounds for Centre Review**  
*Please tick the grounds upon which you wish to apply for a Centre Review*

Administrative error by the centre	<input type="checkbox"/>	Centre did not follow their procedure	<input type="checkbox"/>
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**Supporting evidence**  
*Please provide a short explanation of what you believe went wrong and how you think this has impacted your grade.*


**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:

- the outcome of the review may result in my grade going up, going down or staying the same; and
- the next stage (Stage 2 – Appeal to CCEAAO) may only be requested once the Centre Review (Stage 1) has been requested and concluded.

Student Name	Student Signature	Date
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English (United Kingdom)

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**Stage 2 – Appeal to CCEA AO**

**B. Centre Review Outcome**  
This section is to be completed by the centre.

Centre Review Outcome			
<i>Please tick the outcome of the review</i>			
Upheld	*	Not Upheld	☐
Original Centre Determined Grade	...	Revised Centre Determined Grade	...

**Information considered by the centre**  
*Please provide a short explanation of the evidence that you have reviewed*

**Rationale for the outcome of the Centre Review**  
*Outline the centre's findings from the Centre Review including, where appropriate, rationale for any proposed grade change*

**Authorisation and dates of the next stages**

Name of authoriser	...	Date submitted to CCEA AO if appropriate	...
Date CCEA AO decision and rationale issued to student	...	Date student informed of Stage 2 submission	...

**Grounds for Appeal**  
*Please tick the grounds upon which you wish to appeal*

1. Administrative error by CCEA AO	<input type="checkbox"/>
2. Administrative error by the centre	<input type="checkbox"/>
3. Centre did not follow their procedure	<input type="checkbox"/>
<b>4. Unreasonable exercise of academic judgement</b>	
a. Selection of evidence	<input type="checkbox"/>
b. Determination of Centre Determined Grade	<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.*

**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 going up, going down or staying the same.
- I understand there is no further opportunity to appeal to CCEA AO and that the next stage would be to contact the regulator. CCEA AO will include the next appropriate steps, where applicable, in its appeal outcome letter.

Student Name	Student Signature	Date
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English (United Kingdom)