

GCSE Post- results
Appeals Process Summer 2021

Heartlands High School

Following the cancellation of public examinations in 2021, schools have been asked to generate Teacher Assessed Grades for students. These grades must reflect a fair, reasonable and carefully considered judgement of the student's performance across a range of evidence on the curriculum they have been taught.

Following release of results on the 12th August, a student can request a review of the grading decision if they feel that the school has failed to follow its procedures properly or consistently or that an administrative error has been made. This document sets out the process and procedures that Heartlands High School has put in place to ensure that all students are able to request appeals should so wish to

Summary of the Process

	Details	Deadlines
Stage 1 - Submit a centre review	Students can submit a request for a centre review. This will be done internally by the school	Forms must be received by the school by 1pm on 3rd September
Outcome of centre review	Heartlands High School will then inform the student of the outcome of the centre review	From 3rd September to 10th September
Stage 2 - Submit an appeal to the awarding organisation (exam board)	If a student does not agree with the outcome of the centre review, they can request that the centre submits an appeal to the exam board on their behalf	1pm on 15th September
Awarding organisation decision	The exam board will then inform the school of the decision, and the school will then inform the student	Any time from 17th September onwards

a) Stage 1 - Centre Review

Important: grades could go up or down or stay the same as a result of a centre review

All students, including private candidates, may submit a request for a centre review on the grounds that the school has

- Failed to follow its procedures properly or consistently in arriving at that result (has the school followed its centre policy - linked [HERE](#))
- Made an administrative error in relation to the results (for example, an error in transposing of grades for students with similar names)

Requests for appeals on the grounds of academic judgment (unreasonableness) will only be considered by awarding organisations (stage 2) and not by centres. In these cases, an initial centre review must be completed to ensure that the centre has not made any procedural or administrative errors. The school will not review its academic judgments during the centre review stage.

Students who wish to request a centre review must complete page 2 the Centre Review Form found in this link [here](#). The form is also available on the school website and hard copies can be collected at the school reception. The form must be emailed to the exams office on **examoffice12665@heartlands.haringey.sch.uk**, or dropped off at the school reception by 1pm on 3rd September 2021. The school will acknowledge receipt of the form within 24 hours to the students

personal email address. Students are able to submit appeals from 12th August, but they will not be processed until 1st September due to school holidays.

If a student has requested a centre review, from 1st September, we will share the students raw scores for any assessments, along with access arrangements information and any special considerations taken into account. We will then ask if the student wishes to proceed with the centre review. **Important: raw scores will not change as a result of an appeal**

The school will keep a record of all centre review applications received, and the outcomes of the reviews.

b) Outcome of centre review

We will complete the centre review in line with JCQ guidance which can be found here. If we identify an error with the grade submitted to the exam board, we will submit a revised grade with an explanation for the grade change. If the exam board is satisfied with the explanation presented by the school and it considers it appropriate to correct the result, it will issue a revised grade. The school will notify the students once the grade change has been confirmed.

We will let the students know of the outcome, whether or not there is a grade change, by completing Part B (page 3) of the Centre Review Form and sending this to the students personal email address. All outcomes of centre reviews will be shared with students by the 10th September 2021.

c) Stage 2 - Appeal to exam board

If a student does not agree with the outcome of the centre review, they can then request that the school submits an appeal to the exam board on their behalf. We can only request a stage 2 appeal if a stage 1 review has been requested.

Important: grades could go up or down or stay the same as a result of a Stage 2 review

A student should request an appeal to the examination board if they consider that

- 1) The school did not follow its procedure properly or consistently in arriving at the result, or during the centre review
- 2) The **exam board** made an administrative error in relation to the result
- 3) The school made an unreasonable exercise of academic judgment in the choice of evidence from which to determine the grade and/or the determination of that grade from the evidence. The following document provides useful information on this here

Students will need to provide written evidence

The exam board will carry out an independent review of the process followed and whether the overall grade awarded was a ***reasonable exercise of academic judgment based on the evidence or if the selection of evidence used was a reasonable exercise of academic judgement.*** 'Unreasonable' is a technical term in this context and means that no educational professional acting reasonably could have selected the same evidence or come up with the same grade.

This means that just because other forms of evidence may have been equally valid to use, the selection of evidence is not unreasonable. Because of the flexibility of the approach this year, every school and college will have used different forms of evidence. It also means that independent reviewers will not remark or grade students' evidence. Instead, they will look to see whether any teacher acting reasonably could have arrived at the same grade.

Students who wish to request a stage 2 appeal must complete **page 4 and 5** of the Centre Review form found in this link [here](#). The form is also available on the school website and hard copies can be collected at the school reception. The form must be emailed to the exams office on examoffice12665@heartlands.haringey.sch.uk or dropped off at the school reception by 1pm on 15th September 2021. The school will acknowledge receipt of the form within 24 hours to the students personal email address.

Once the appeal has been submitted to the exam board, the student will also be notified by email. More detailed information about what happens once the exam board received the appeal can be found on pages 22 - 26 on the JCQ guidance [here](#)

The outcome of the appeal will be reported to the school, and we will in turn report the outcome to the student within 24 hours. The school will keep a record of all stage 2 appeal applications received, and the outcomes of the reviews. Following this outcome, a student who remains concerned their grade was incorrect may be able to apply for a procedural review to the Exam Procedures Review Service (EPRS) More information will be available from exam boards close to results day.

Frequently asked questions

How were my child's grades arrived at this year?

Grades this summer were based on Teacher Assessed Grades (TAGs). TAGs were submitted to the exam boards by the school as a holistic assessment of students' performance in a subject, following a rigorous process of assessment, moderation and quality assurance. The evidence base we used for each subject can be found [here](#). This process is explained in detail in our Centre Policy, which was submitted to JCQ for checking. The policy can be found [here](#).

These grades will then be approved by the relevant exam board, following external quality assurance checks. I can confirm that all grades were awarded by your child's teachers and that there is no algorithm involved this year.

What do I do if I'm not happy with my child's grade?

All students have the opportunity to appeal their grade if they meet the eligibility criteria (see below). **It is important to note that an appeal may result in a grade being lowered, staying the same, or going up.**

There is also the option to resit GCSEs in the autumn, which may be preferable to some students. The design, content and assessment of these papers will be the same as in a normal year.

What are the grounds for appeal?

There are four main grounds for appeal, as laid out by the Joint Council for Qualifications (JCQ). They are:

- Your child thinks we have made an **administrative error**: an example of this would be putting the wrong information into a spreadsheet.

- Your child thinks we have made a **procedural error**: this means we haven't properly followed our own process, as approved by the exam board. An example of this would be where a student has been told they should have received extra time for assessments, but this wasn't given in a certain subject, and the lack of extra time wasn't taken into account when awarding the grade.
- Your child thinks that the **academic judgement on the selection of evidence was unreasonable**.
- Your child thinks that the **academic judgement on the grade they were given was unreasonable**.

What does 'unreasonable' mean?

In this context "unreasonable" means that no teacher acting reasonably could have selected the same evidence or come up with the same grade. This means that just because other forms of evidence may have been equally valid to use, the selection of evidence is not unreasonable. Because of the flexibility of the approach this year, every school and college will have used different forms of evidence.

It is important to note that this means that the independent reviewers will **not** remark or grade students' evidence. Instead, they will look to see whether any teacher acting reasonably could have arrived at the same grade based on that evidence.

What will be the outcome of an appeal?

In the appeals process a student's grade may go up, stay the same, or go down. When submitting an appeal the student will have to sign a declaration saying that they accept the fact their grade may go down and they may get a lower grade than their original TAG.

What is a priority appeal?

Priority appeals are only open to **A level students starting university this autumn, who have missed out on the conditions of their firm or insurance offer**. There is no priority appeal process for GCSE students. As Heartlands High School does not have a Sixth Form, we will not be processing any priority appeals.

What should I do before appealing?

Students should first talk to a member of Heartlands staff, and then get in touch their Post 16 provider to see if the grade in question has affected their place. Students and parents/carers should read the JCQ Student and Parent guide before appealing, which will be available on the JCQ website by results day, Thursday 12th August.

What are the two stages of an appeal?

All appeals, on any of the grounds above, must first go through a **centre review**. At this stage, we will check for any administrative errors, and check that our policies and procedures were followed correctly. Our policy has already been approved by the exam boards, so we are only ensuring that we followed this properly. The outcome of the centre review will be communicated to students as soon as it is completed.

At the centre review stage, if we find that a grade should go up or down, we will ask the exam board to change it. They will then consider this request.

Following the outcome of a centre review, students may still choose to pursue an **awarding organisation appeal**. They must fill in the relevant paperwork, which we will then send on their behalf to the exam boards. Students and parents cannot send appeals directly to the exam board themselves – it must come from us.

The outcome of the awarding organisation appeal will be communicated to students when made.

How do I make an appeal?

Following results days, students should fill in the first section of the JCQ form [here](#) and send it to the exam's email address or bring the completed form into school and hand it in at the main reception.

What are the deadlines for appeals?

The deadline for submitting a centre review is 3rd September; and the deadline for submitting an awarding organisation appeal (stage 2) is 17th September. In order for us to process the stage 2 appeals, we will need to have received the form by 15th September at 1pm.

The exams team will start processing centre reviews from Wednesday 1st September

You know my child's grades. Why can't you tell us?

We are not permitted to disclose the Teacher Assessed Grades to any third party, including students and parents, until results day. Any teacher or member of staff who does this is committing exam malpractice.

Although students may have been given marks or grades on single pieces of evidence, we cannot disclose the final submitted TAG.

On results day, Thursday 12th August 2021, students will be able to collect their results from school, and we will be sharing more information about the day in the coming weeks. We strongly encourage all students to collect their results in person on the day. We will have lots of staff on hand to support students with Post 16 decisions and additional support for those who may need it.