When will I receive my grades and what happens next?

- AS and A Level students will receive their results on Tuesday 10 August 2021.
- GCSE students will receive their results on Thursday 12 August 2021.

The details on when and where you collect your results will be up to your school or college, and they will contact you with these plans in due course. Their plans will take into account any Covid and social distancing measures which are still in place in August.

Appeals

Although everyone will be working hard to make sure you are issued with the correct grades on results day, there will also be an appeals system as a safety net to fix any genuine errors that were not identified earlier on.

If you believe an error has been made in determining your grade, you will have a right to appeal. There are two stages to the appeals process:

Stage 1: centre review

If you don't think you have been issued with the correct grade, you can appeal to your school or college, who will review whether they:

- made an administrative error, e.g. they submitted an incorrect grade; they used an incorrect assessment mark when determining your 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 you decide whether to appeal, you can request that your school or college shares with you the following information on results day if not before:

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

Stage 2: appeal to the exam board

If you still don't think you have the correct grade after the centre review is complete, you can ask your school or college to appeal to the exam board, who will review whether

- the school or college made an unreasonable exercise of academic judgement[1] in the choice of evidence from which they determined your grade and/or in the determination of your grade from that evidence.

1 A reasonable judgement is one that is supported by evidence. An exercise of judgement will not be unreasonable simply because a student considers that an alternative grade should have been awarded, even if the student puts forward supporting evidence. There may be a difference of opinion without there being an unreasonable exercise of judgement. The reviewer will not remark individual assessments to make fine judgements but will take a holistic approach based on the overall 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 exam board made an administrative error, e.g. they changed your grade during the processing of grades.

At both stages of the process you will need to submit your appeal to your school or college and give them your written consent to conduct the appeal or submit it to the exam board on your behalf. It's important to remember that **your grade can go down, up or stay the same** through either stage of the process.

If you have a place at university that is dependent on your appeal, you should tell the university you are hoping to go to so they can decide how to handle your offer. You should also tell your school or college so they can ask the exam board to prioritise your appeal. 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 exam board

- **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 exam board

Finally, if you believe the exam board has made a procedural error in handling your appeal, you can apply to Ofqual's Exam Procedures Review Service to review the process undertaken by the exam board.

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 → **Centre** informs student of outcome

Yes → **Awarding Organisation** checks and issues final grade; may require input from Centre → **Centre** informs student of outcome

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

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

Awarding Organisation appeal:
Have processes been followed, is the grade a reasonable exercise of academic judgement?

No → **Awarding Organisation** issues final grade; may require input from Centre → **Centre** informs student of outcome

Yes → **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)

Appendix B - Optional Student Request Form for Centre Reviews and Appeals to Awarding Organisations

JCQ CIC Joint Council for Qualifications CIC

AQA City&Guilds OCR Oxford Cambridge and RSA Pearson wjec cbac

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** or **administrative 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.

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.

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	
Student Name		Candidate Number	

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.	☐ Yes ☐ 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	☐	Procedural Error by the centre e.g. a reasonable adjustment / access arrangement was not provided for an eligible student	☐

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:

- The outcome of the review may result in my grade remaining the **same**, being **lowered** or **raised**
- The 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

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	☐	Not upheld	☐	Partially upheld	☐
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	

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	☐
2. Procedural issue at the centre	
a. Procedural Error	☐
b. Issues with access arrangements / reasonable adjustments and/or mitigating circumstances	☐
3. Unreasonable exercise of academic judgement	
a. Selection of evidence	☐
b. Determination of Teacher Assessed Grade	☐

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.
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**