### 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<sup>1</sup> in the choice of evidence from which they determined your grade and/or in the determination of your grade from that evidence.

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.

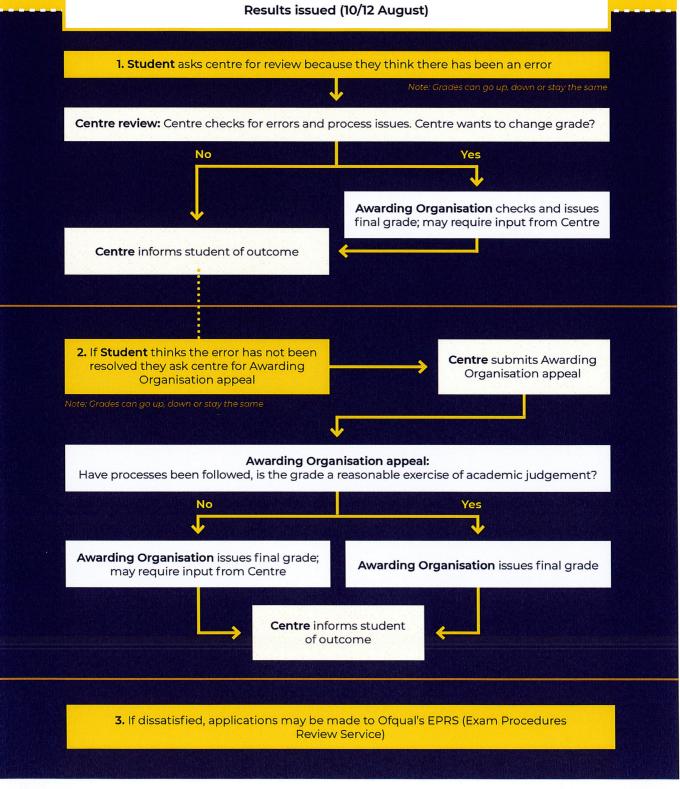
If you have a place at university that is dependent on your appeal, you should tell the university you are hoping to go to so they can decide how to handle your offer. You should also tell your school or college so they can ask the exam board to prioritise your appeal. The timelines for priority and non-priority appeals will be as follows:

10 August to 7 September: priority appeals window

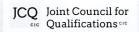
- » 10 August to 16 August: student requests centre review
- » 10 August to 20 August: centre conducts centre review
- » 11 August to 23 August: centre submits appeal to exam board
- 10 August to end October: majority of non-priority appeals take place
  - » 10 August to 3 September: student requests 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



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











## 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	C	Centre Number			
Student Name	C	Candidate Numb	per		
Qualification title e.g. AQA GCSE English Language	n				
Teacher Assessed Grade issued			0		
Is this a priority appeal?  A priority appeal is only for students applying to hig education who did not attain their firm choice and v to appeal an A level or other Level 3 qualification res	gher N	If Yes provi UCAS pers e.g. 123-456	onal ID		
Grounds for centre review  Please tick one or both of the options if they apply still conduct a review for administrative and process grade is as the centre intended.					
Administrative Error by the centre e.g. the wrong grade/mark was recorded agains an item of evidence	st   🔲   e.	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 be There is a 5,000 character limit.	elieve went w	vrong and how you t	think this has	impacted your grade.	
Acknowledgement					
I confirm that I am requesting a centre have read and understood the information section above. In submitting this review	on provide	ed in the 'Import			
<ul> <li>The outcome of the review may resurreised</li> </ul>	lt in my g	rade remaining	the <b>same</b> ,	being <b>lowered</b> or	
<ul> <li>The next stage (Stage Two, the appeal the centre review (Stage One) has be</li> </ul>			-	e requested once	
Student Name	Student si	gnature		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 Outc		w and then record	the original	grade ar	nd the revised gra	de if applical	ble.
Upheld		Not upheld			Partially uph	eld	
Original Teacher Assessed Grade		Revised Teacher Assessed Grade if applicable					
<b>Information conside</b> Please provide a short expla			t you have re	viewed.	There is a 5,000 cl	naracter limi	t.
Rationale for the ou Outline the centre's finding the error. There is a 5,000 ch	s from th	e centre review e.g		or admi	nistrative error an	d if relevant,	details o
Authorisation and d Please complete the boxes be completed when reques	as approp	oriate. Boxes 1 and	2 <b>must</b> be co	omplete	d in every case. Bo	oxes 3 and 4	need onl
1. Date that the decision and rationale was issued to student	T	,	info pro (ap	ceed t	of how to o stage 2 o awarding		
3. Confirmation that a senior leader has authorised any grade change			cha	ange is	at grade submitted to 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 where that relates to your chosen ground for appeal. In some cases you must provide a cle 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 On conduct its review properly and consistently. If you can, please add a further explanation beloto the information that you have already provided above. There is a 5,000 character limit.	

2 (b) Issues with access arrangen circumstances	ents / reasonable ad	ljustments and/or i	mitigating
You <b>must</b> provide a clear explanation of w grade. There is a 5,000 character limit.	nat you believe went wror	ng and how you think th	is has impacted on your
3 (a) Selection of evidence			
You <b>must</b> provide a clear explanation of w grade. There is a 5,000 character limit.	nat you believe went wror	ng and how you think th	is has impacted on your
3 (b) Determination of the Teach	er Assessed Grade		
You can provide a short explanation of the	reason for your appeal if	you want to. There is a 5	5,000 character limit.
Acknowledgement			
I confirm that I am requesting an a and understood the information   above.			
I am aware that:			
<ul> <li>The outcome of the appeal ma raised</li> </ul>	y result in my grade	remaining the sam	ne, being lowered or
<ul> <li>I understand that there is no fur that the next stage would be to the next appropriate steps, who receive from your school/colleg</li> </ul>	contact the regulator ere applicable, in the	. The awarding orga	nisation will include
Student name	Student signat	ure	Date

