

The Robert Carre Trust
Results and Appeals Process

The Process for Centre Assessed Grades

Please refer to the information on the website.

Concerns about results

Should you have concerns about your results you are advised to refer to the information that Ofqual will be providing for students. Other areas that you may find helpful are the various exam board websites which will also provide information and guidance for students. In addition, The National Careers Service Exam Results Helpline 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.

If you have a concern about a grade you have been awarded, you can ask the school 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 Head 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
- enter to take an exam in the Autumn series 2020 or in Summer 2021

Arrangements for appeals

CGS/KSHS 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
- 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 an administrative error in the issuing of results

CGS/KSHS will collect consent from a candidate before any appeal is submitted to the awarding body

Internal appeals procedure

CGS/KSHS 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

Arrangements for appeal

Upon receipt of your results and after discussing these with a senior member of staff you feel that you wish to appeal your grade, you must complete the Summer 2020 post results appeals form, which is available upon request and will also be available on the school website.

Final appeal arrangements have yet to be published by Ofqual and the awarding bodies, but candidates can appeal their grades if they feel the process this summer was not followed correctly.

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 assigning or communicating a grade

A candidate cannot:

- appeal against either their centre assessment grades or their position in the rank order simply because they are disappointed with the centre calculated grade awarded: either their centre assessment grades or their position in the rank order
- appeal against either their centre assessment grades or their position in the rank order unless they believe that a technical or clerical error was made in reporting their grade or they believe they are the victim of bias
- appeal directly in any respect to the awarding body

Internal Appeals Procedure

Candidates will be provided with the most up to date information on appeals as it is published via the school website

The school will:

- 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 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, recognising that the higher of the grades will be the one the candidate receives
- 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

The school 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 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 assigning or communicating a grade

An internal appeal should be submitted in line with the Awarding Bodies published dates. If a candidate, parent or carer has a general concern or complaint about the centre's delivery or administration of a qualification s/he is following, the school encourages her/him to try to resolve this informally in the first instance.

A concern or complaint should be made in writing to the Head of Centre by completing the appeals form. If a complaint fails to be resolved informally the candidate, parent or carer is then at liberty to make a formal complaint.

Autumn Series Exams

If a student puts in an appeal the Trust strongly recommends that they enter for the Autumn series of the exams, for which there is no charge. To do this, contact the appropriate Exams Officer:

Tracey.Williams@carres.uk

Sarah.ross@kshs.uk

Should the appeal be unsuccessful this gives the student an opportunity to achieve a higher grade.

The deadline for submitting the request is as follows:

- A Levels by 28 August
- GCSEs by 8 September

How to make a formal complaint

Please complete the appeals form and if you are not satisfied refer to the Robert Carre Trust Complaints Policy.

Further Information

Please refer to the Ofqual website. There is also document on the school website which lays out grounds for appeal or complaint in helpful language for students.