

To Year 13 Students

DH/YE

8 July 2020

Dear Student

I would like to clarify arrangements regarding **release of your results on 13 August, UCAS confirmation and clearing**. Please ensure that you read this letter carefully and keep it in a safe place because you might need to refer to it on results day.

### **A Level Results Day Thursday 13 August 2020**

This year, due to safety concerns around COVID-19, we intend to send out the results of A Levels and BTEC/CTEC qualifications by e-mail to students at 8am on Thursday 13 August. Please be reassured that on results day members of Senior Staff and the Sixth Form Team will be available via telephone and e-mail from **8am – 12.30pm** to help with any enquiries regarding examination results and university places.

### **Checking access to your school e-mail account**

It is vital that you are able to access your Carre's e-mails and do not forget your password. As part of the testing process for the publication of the examination results, you should have recently received a test e-mail to your school address. It is essential that you have checked this carefully to ensure that all the subjects for which you are entered are listed. The grades in all cases will say 'X'.

If there were any inaccuracies in terms of your personal details and subjects listed, you **MUST** let Mr Holland, Deputy Head [jamie.holland@carres.uk](mailto:jamie.holland@carres.uk) know **ASAP, if you have not already done so**, in order that the system can be updated to ensure you receive accurate information on results day.

If you have not received this test e-mail because you cannot access your account you must ask your parent or guardian to e-mail [icthelp@robertcarrertrust.uk](mailto:icthelp@robertcarrertrust.uk) from an e-mail address they have already registered with the school (the one they receive Teacher2parent messages to). We are unable to respond to password reset requests from unknown e-mail addresses. Please do this **ASAP, if you have not already done so**, in order that the system can be updated to ensure your account is live on results day.

### **Results Day Issues – who to contact**

1. Access to e-mails/technical issues. If on results day you cannot gain access to your e-mails then you will still need to ask a parent/guardian to e-mail [icthelp@robertcarrertrust.uk](mailto:icthelp@robertcarrertrust.uk) as above; if you are unable to do this then results will only be available by phone between 12 noon and 2pm on 13 August.
2. For general queries about your A level results. If you are missing any results or have any questions about the results themselves you should e-mail Mr Holland, Deputy Head [jamie.Holland@carres.uk](mailto:jamie.Holland@carres.uk)
3. For queries/requests for sitting an exam in the Autumn 2020 series. If you would like to ask questions or register to sit examinations in any of your subjects in the Autumn series, you should e-mail Mrs Williams, Examinations Officer [tracey.williams@carres.uk](mailto:tracey.williams@carres.uk)

4. For advice or support about Clearing or your university place. If, on results day, you need further advice or support regarding your university place or if you need help with 'Clearing' or 'Extra' you should e-mail Mrs Edwards, the Sixth Form Administrator [yvette.edwards@carres.uk](mailto:yvette.edwards@carres.uk) with a brief outline of your problem and give her your telephone number so that one of the Sixth Form Team can ring you back to help.

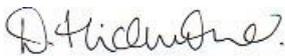
Wherever possible, if there is a problem with your university place, you should first try to contact the university as they might be able to help you. It is always useful to be well prepared in advance and if you think you might need help sorting out your university application, please ensure that you have all details with you, including your UCAS application number, telephone numbers of university departments, Track username and password.

### **Further information about the UCAS process on Results Day**

Attached to this letter is a guide to the UCAS process and how offers are updated, how Clearing works etc. Please read it carefully BEFORE results day so you are fully informed and prepared.

We wish you every success on Thursday 13 August – good luck to you all!

Yours faithfully



**Mrs D Hickmore**  
Director of Sixth Form (RCT)