



WALLACE HIGH SCHOOL POST RESULTS SERVICE POLICY

Centre Review and CCEA Appeals Procedure Summer 2021

Completed Appeals forms should be emailed to appeals@wallacehigh.net

Adopted by Board of Governors on 23/06/2021

Issued to staff on 23/06/2021

Responsible: The School Leadership Team

1. Statement of Intent

The purpose of this policy is:

- to provide an overview of the process for Appeals for summer 2021 in the context of the guidance issued by CCEA and JCQ;
- to ensure that all staff involved in the process know, understand and can carry out their roles effectively;
- to ensure students understand the post results service, the centre's role and the role of the Awarding Organisation;
- to provide relevant timelines to ensure the successful completion of internal processes so as not to hinder the progress of any student to the next phase of their education; and
- to ensure students understand that the Centre Review and Appeals Process can result in no change to a grade or a change to a grade **up or down**.

It is the responsibility of everyone involved in the Centre Appeals Process to understand and implement this policy. The Centre Appeals Policy is in line with the CCEA post results service guidance, Summer 2021, and any further guidance provided by CCEA in relation to its Post Results Service. Staff will familiarise themselves with all relevant documents.

2. Process Overview

There are two stages to the Post Results Service; **students must commence with Stage 1 which will be completed by The Wallace High School and may then progress to Stage 2**. The two stages are:

- **Stage 1 - A Centre Review, completed by The Wallace High School.**
- **Stage 2 - A CCEA Awarding Body Organisation Appeal, submitted by The Wallace High School on behalf of a student and completed by CCEA.**

Stage 1 – Centre Review conducted by The Wallace High School

For full details refer to *CCEA Post Results Process for Heads of Centre 2021*.

Any student, including private candidates, who was awarded a Centre Determined Grade (CDG) by The Wallace High School in summer 2021 is permitted to submit a request for a Centre Review. To help students decide whether to request a Centre Review, The Wallace High School will provide candidates with access to:

- the centre CDG policy;
- the sources of evidence used to determine the CDG, including any marks and/or grades;
- details of any variations in evidence used; and
- details of any special circumstances that were considered in determining their grade.

All requests for a Centre Review must be made directly to The Wallace High School using the form provided by CCEA. A student may request a Centre Review if they consider:

- 1) The Wallace High School made an administrative error in relation to their grade; and/or
- 2) The Wallace High School did not follow its procedure properly or consistently in arriving at the CDG.

If a student wishes to appeal on the ground of academic judgement (unreasonableness), this will only be considered by CCEA at Stage 2. To enable a student to move to this stage, a Centre Review must first be completed by The Wallace High School to ensure there have been no administrative or procedural errors, or these have been addressed.

Students may submit a priority centre review if they have a place at a Higher Education Institution on hold. (see p5 for timeline and deadlines).

Determining the Outcome of a Centre Review

All Centre Reviews will be completed using the form provided by CCEA and will be retained electronically to be submitted should a student decide to request a Stage 2 CCEA Awarding Organisation Appeal.

In order to determine the outcome of a Centre Review, the member of staff conducting the review will have access to the following records and will consider:

- a) the reason presented by the student for the review, where this has been specified;
- b) the Centre CDG Policy and whether it was followed;
- c) the evidence which was used to determine the grade (although the assessor will not be assessing or remarking the evidence);
- d) any relevant assessment records, including the Candidate Assessment Record, detailing any amendments to the range of evidence used and, where applicable, steps taken to address any known mitigating circumstances/special consideration or approved access arrangements/reasonable adjustments;
- e) the records of any internal quality assurance processes and whether they were followed;
- f) the record of any pre results discussions between the student and the centre (for example where a student has raised mitigating circumstances earlier in the process);
- g) relevant centre administrative records; and
- h) any other documentation the decision maker feels necessary to process the review.

In cases where an administrative error or procedural failure is identified, the member of staff completing the review will decide whether a grade change is required; this may require input from the Head of Department or Subject Teacher.

Reporting the Outcome of a Centre Review

If a grade change is considered to be required, The Wallace High School will submit an error correction request to CCEA as soon as possible.

The Wallace High School will provide the student with an outcome letter using the template provided by CCEA. This will include:

- whether or not the review found a procedural failure or administrative error;
- if it did, what that error or failure was;
- the reason for the finding;
- whether there was a grade change and, if so, what the new grade is;
- a reason for the grade change, or lack of change; and
- information on the next steps if a student wishes to submit an appeal to CCEA.

A record of the outcome of all Centre Reviews will be retained to be submitted to CCEA should a student decide to request a Stage 2 CCEA Awarding Organisation Appeal.

Stage 2 – CCEA Awarding Organisation Appeal

For full details refer to CCEA Post Results Services, *Process for Heads of Centre 2021*.

Whether or not an administrative error or procedural failure was found through the Centre Review, and whether or not the grade changed as a result, all students, including private candidates, have the right to submit an appeal to CCEA Awarding Organisation as the next stage in the process. The Wallace High School will submit such appeals on the candidate's behalf and include the following as required:

- CCEA submission form completed by the student;
- evidence used to determine the Centre Determined Grade; and
- completed Candidate Assessment Record, or similar, for the student.

The Wallace High School will submit any request for an appeal to CCEA awarding organisation from a student upon conclusion of a Centre Review. Centres will have a process in place to communicate the outcome of the Stage 2 Appeal.

3. Roles and Responsibilities

The Wallace High School will:

- have appropriate arrangements in place to conduct a Centre Review in line with CCEA guidance;
- ensure that a transparent process is in place so that students and parents understand the steps in a Centre Review;
- complete a Centre Review if requested by a student, checking for any administrative errors and/or procedural failures;
- decide if a grade change is considered to be necessary having completed the Centre Review;
- make a request to CCEA awarding organisation for any changes to be considered to be necessary to Centre Determined Grades;
- submit any requests to CCEA for a CCEA Awarding Organisation Appeal;
- communicate the outcome of any Centre Review and/or CCEA Awarding Organisation Appeal to students;
- retain records of all completed Centre Reviews electronically, to be submitted to CCEA should a student decide to request a Stage 2 CCEA Awarding Organisation Appeal; and
- provide pastoral support to students at each stage of the process, as required.

The Wallace High School will also carefully consider the requirements of their Centre policies, particularly in the separation of duties of personnel to ensure fairness in reviews and appeals.

The Board of Governors is responsible for approving the Policy.

The Head of Centre has overall responsibility for The Wallace High School as an examinations centre and will ensure the roles and responsibilities of all staff are defined. The Head of Centre may complete Centre Reviews and/or may delegate this responsibility to another member of the centre staff. The Head of Centre is required to sign-off the outcome of any Centre Review. The Head of Centre should communicate the outcome of any Stage 1 Centre Review or Stage 2 CCEA Awarding Organisation Appeal to students.

The Senior Leadership Team will support the Head of Centre in completing Centre Reviews. They may undertake a support function to students in the completion of any required paperwork or provide advice on the submission of review requests.

The Internal Examinations Officer will submit any Stage 2 Appeal to CCEA awarding organisation through the CCEA app and will submit any error correction requests to CCEA should it be considered that a grade change is required.

Heads of Department and Subject Teachers may be required to provide expert opinion on whether or not a grade change is required should an administrative error or procedural failure be identified through a Centre Review.

4. Conflicts of Interest

To protect the integrity of the process, staff must declare any potential conflicts of interest to the Head of Centre. An example of a conflict could include conducting a Centre Review for a family member or close friend. The Head of Centre will take the appropriate actions to manage any potential conflicts of interest arising with centre staff.

5. Timelines and Dates

Students and parents are reminded that the outcome of the post results service at Stage 1 and Stage 2 can be (1) no change, (2) a change in grade up or down.

Priority Centre Reviews and CCEA awarding organisation Appeals – A2 only
Students may submit a priority centre review if they have a place at a Higher Education Institution on hold.

Up to 16 August	Students may request a centre review (Stage 1)
Up to 20 August	The Centre will conduct a Stage 1 Centre Review of priority appeals.
Up to 23 August	A student may request, after a Stage 1 review, that the Centre submits a Stage 2 appeal to CCEA awarding organisation.

Non Priority Centre Reviews and CCEA awarding organisation Appeals – AS and GCSE

Up to 3 September Students may request a Stage 1 Centre Review.

Up to 10 September The Centre will conduct a Stage 1 Centre Review.

Up to 17 September A student may request, after a Stage 1 review, that the Centre submits a Stage 2 appeal to CCEA awarding organisation.

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