



**Summer 2022
Results and Candidate
Appeals process**

Information for Candidates
Summer 2022 Results, Appeals and Certificates

Results

On candidate statements of results (results slips) and certificates, grades will be reported in the same way as in previous years.

Results will be issued on results day(s) in August as follows:

Date	Qualification type
18/08/2022	GCE (AS, A Levels) and other Level 3 qualifications
25/08/2022	GCSE and other Level 1/2 qualifications

Arrangements for results day(s)

Oldbury Wells School will:

- organise results day(s) and inform candidates of the arrangements in place for the collection of/access to their results
- ensure senior members of centre staff are available/accessible to candidates with whom a result/results may be discussed
- prepare information for candidates showing their options if they have concerns about their results

GCE results will be released on Thursday 18th August and we are inviting students to come to school and collect their results at an allocated time from either the East or West Hall. Once students have collected their results students who require guidance and help with University or Further education places will need to make their way to the main sixth form entrance where they will be met by a member of staff and invited into the Library to assist with University Enrollment. Careers advisors will also be available for those students who feel they need to discuss their next move.

GCSE results will be released on Thursday 25th August and we are inviting students to come to school and collect their results at an allocated time from either the East or West Hall. Once students have collected their results students wishing to enrol with Bridgnorth Sixth Form will need to make their way to the main sixth form entrance where they will be met by a member of staff and invited into the Library to discuss options and complete enrolment. Careers advisors will also be available for those students who feel they need to discuss their next move.

Concerns about your results

When you receive your results, if you think that a grade is wrong, your first step should be to speak to the member of staff who is helping you for advice. They will go through the options available to you.

The arrangements for appeals – will follow the guidance given by JCQ¹

¹ <https://www.jcq.org.uk/exams-office/appeals/>

Appeals against the outcomes of post-results services (clerical re-checks, reviews of marking and reviews of moderation)

Who can appeal and when?

Appeals for internal candidates must be submitted by the head of centre.

A head of centre can appeal against the outcome of a clerical re-check, a review of marking or a review of moderation.

A private candidate may submit an application for an appeal directly to an awarding body.

A private candidate can appeal against the outcome of a clerical re-check or a review of marking.

Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

Appeals must not be submitted by the head of centre or private candidate until the outcome of the relevant post-results service.

An appeal may be submitted if the appellant* considers that either:

- a marking or moderation (or a review of marking/moderation) error has occurred; or
- the awarding body did not apply its procedures consistently, properly or fairly.

*The appellant is the head of centre or private candidate who submits the appeal.

In its guidance for Qualification Level Conditions, Ofqual defines marking error and moderation error ground for appeal as follows:

'A Marking Error is defined as the awarding of a mark which could not reasonably have been awarded given the evidence generated by the Learner, the criteria against which Learners' performance is differentiated and any procedures of the awarding organisation in relation to marking, including in particular where the awarding of a mark is based on – (see below)'

'A Moderation Error is defined as a moderation outcome which could not reasonably have been arrived at given the evidence generated by Learners which was considered for the purpose of Moderation, the centre's marking of that evidence, the criteria against which Learners' performance is differentiated and any procedure of the awarding organisation in relation to moderation, including in particular where the outcome of moderation is based on -

- an administrative error;
- a failure to apply such criteria and procedures to the evidence generated by the Learner(s) where that failure did not involve the exercise of academic judgment; or
- an unreasonable exercise of academic judgment'.

If an application for an appeal is accepted, an investigation into candidates' or centre's results, and the awarding body's procedures, will follow. Appeals accepted for investigation on procedural grounds will not generally involve a further review of candidates' work.

If an original hard copy script has been returned to the centre under the Access to Scripts service, it **cannot** form part of a review of marking or a subsequent appeal.

However, if a scanned copy of the script was produced by the awarding body at the time of marking this may be used as the basis for these processes.

How to appeal

The head of centre or a private candidate (the appellant) should submit a written request for an appeal to the relevant awarding body. A list of the awarding bodies' contact details is provided in Appendix A, page 12. There is also a form (JCQ/App1) that may be used (see page 9).

Appeals must be made within 30 calendar days of the awarding body issuing the outcome of the clerical re-check, review of marking or review of moderation ("the Outcome").

If the reasons for the Outcome and/or a copy of the script(s) have been provided within 15 calendar days of the awarding body issuing the Outcome, an application for an appeal must still be submitted within 30 calendar days of receiving the Outcome.

If the reasons for the Outcome and/or a copy of the script(s) have been provided beyond 15 calendar days of the awarding body issuing the Outcome, an application for an appeal must be submitted within 15 calendar days of receiving these.

The appellant must set out clearly and concisely the grounds for the appeal using Form JCQ/App1 – see page 9.

When an application for an appeal is received, the awarding body will decide whether it will be accepted or not.

The decision whether to accept the application for an appeal is based on:

- the validity of the grounds for the appeal as put forward by the appellant;
- whether a clerical re-check, a review of marking or a review of moderation has been completed;
- the timescale of the application.

If an application for an appeal is not accepted, the reason(s) for this will be given.

Appeals against decisions made in cases of malpractice

Introduction

Malpractice, maladministration or non-compliance, includes any act, default or practice which is a breach of the published JCQ regulations and awarding body requirements including, for example, that which:

- compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate; **and/or**
- damages the authority, reputation or credibility of any awarding body or centre or any officer, employee or agent of any awarding body or centre.

Awarding bodies' decisions on malpractice cases are based on an inter-board agreement which is reflected in the JCQ publication Suspected Malpractice – Policies and Procedures.

This booklet can be downloaded from the JCQ website: <http://www.jcq.org.uk/examsoffice/malpractice>

Decisions in cases of suspected malpractice are usually made by a dedicated and trained team of officers at the relevant awarding body. In cases of serious malpractice, the decision may be made by a committee of senior officers or an external committee.

Appeals may be initiated against a finding of malpractice and/or the sanction imposed by the awarding body. **It is not possible to appeal against a decision to take no further action or against a sanction which is perceived to be too lenient.**

Who can appeal?

A head of centre may appeal against a finding of malpractice and/or the sanction imposed on the centre or members of staff (including contracted workers), and on behalf of candidates entered or registered through the centre.

A head of centre must inform candidates that he/she is submitting an appeal on their behalf. The candidate may submit a statement.

A member of centre staff or personnel contracted to a centre (e.g. an external invigilator) may appeal against a finding of malpractice and/or the sanction imposed on him/her.

A private candidate, or a third party (i.e. a person other than an internal candidate or their parents/carers), may appeal against a finding of malpractice and/or the sanction imposed on him/her directly to the relevant awarding body.

Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to submit an application for an appeal is subject to the centre's internal appeals arrangements.

How to appeal

The appellant should submit an application for an appeal to the relevant awarding body. Awarding bodies' contact details are provided in **Appendix A, page 12**. There is also a form (JCQ/App1) that may be used (**see page 9**).

Applications for an appeal should be made within 14 calendar days of receiving the malpractice decision. Awarding bodies may reject appeals made outside of this timescale.

The appellant submitting an application for an appeal **must** set out as clearly and concisely as possible the grounds for the appeal and **must** include any further evidence relevant to supporting the appeal.

Appeals **must** be based on reasonable grounds which relate to the incident in question.

The following are accepted as reasonable grounds:

- the incident was not dealt with in accordance with the published procedures as detailed in the JCQ publication Suspected Malpractice – Policies and Procedures;
- the decision was unreasonable in light of the evidence presented to the Malpractice Committee;
- further evidence (including medical evidence) has come to light which may change the awarding body's decision;
- the sanction imposed is disproportionate to the seriousness of the malpractice.

The following do not, by themselves, constitute grounds for an appeal:

- the individual did not intend to cheat;
- the individual has an unblemished academic record;
- the individual could lose a FEI/HEI place or employment;
- the individual regrets his/her actions.

Appeals relating to access arrangements, reasonable adjustments and special consideration

Introduction

The awarding bodies recognise that there are some candidates who may be prevented from demonstrating their achievement because of:

- a permanent or long-term disability, learning difficulty or medical condition;
- a temporary disability, illness or indisposition immediate to or at the time of the examination;
- circumstances at the time of or during the examination or assessment.

Access arrangements and reasonable adjustments are pre-examination adjustments approved before an examination or assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the examination or assessment.

Special consideration is an adjustment to a candidate's mark or grade to reflect temporary illness, injury or other indisposition at the time of the examination or assessment.

Access arrangements, reasonable adjustments and special consideration decisions are based on inter-awarding body procedures. The principles and regulations governing access arrangements and special consideration are set out in the JCQ publications Access Arrangements and Reasonable Adjustments and A guide to the special consideration process. These publications can be found on the JCQ website: <http://www.jcq.org.uk/exams-office>

If, after consulting the respective document which outlines the decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates, the head of centre or private candidate who is the subject of the relevant decision, ('the appellant') disagrees with the decision made and reasonably believes that the awarding body has not followed due procedures, a written request setting out the grounds for a preliminary appeal should be forwarded to the relevant awarding body. A list of the awarding bodies' contact details is provided in Appendix A, page 12. There is also a form (JCQ/App1) that may be used (see page 9).

Who can appeal?

Applications for appeals may only be accepted from a head of centre (on behalf of a candidate or a group of candidates) or private candidates.

Internal candidates and/or their parents/carers are **not** entitled to appeal directly to the awarding body. Representations **must** be made to the head of centre where the internal candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

How to appeal

Before undertaking an appeal, it may help if the appellant discusses the situation with the relevant awarding body. Such discussions will sometimes resolve the matter without recourse to appeal.

The appeal request should be made within 14 calendar days of receiving the original decision and should set out clearly and concisely the grounds for the appeal.

Form JCQ/App1 should be used – see page 9. **Awarding bodies may not accept appeals made outside of this timescale.**

Full details on

- What happens at the preliminary stages of an appeal?
- What happens at the Appeal Hearing?
- The procedure for an Appeal Hearing?
- What happens at a Malpractice Appeal Investigation?
- What happens after an Appeal Hearing?
- Further avenues of Appeal.

can be found in JCQ Appeals Booklet¹ on the JCQ site

¹ <https://www.jcq.org.uk/exams-office/appeals/>

Certificates

Certificates, when received from the awarding body, will be available for collection for candidates from December 1st

Application for an appeal

Centre Number

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The details provided on or appended to this form will form the basis of the case being put forward by the appellant.

When completing the details, please pay particular attention to **section 10** of this form, which outlines the grounds for appeal and summarises your reasons for appealing. If you require clarification or assistance, please contact the relevant awarding body.

Please indicate the type of appeal or review being initiated

Post-results services

Malpractice

Access arrangements,
reasonable adjustments or
special consideration

Review of other administrative
decisions

If this is an appeal against the outcome of a clerical re-check, a review of marking, a review of moderation or an access arrangement/special consideration decision, please indicate below whether this is an application for a preliminary appeal or an appeal hearing.

Preliminary appeal

Appeal hearing*

***Please note that an appellant cannot proceed to an appeal hearing unless they have already initiated a preliminary appeal and this appeal has been completed.**

1. Name of appellant:

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2. Centre name:

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3. Address:

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4. Telephone number:

5. Name and position of person to contact at the centre:

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6. Email address of contact person:

7. Examination series:

8. Title and level of specification:

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**9. Name(s) and candidate number(s) of candidate(s) on whose behalf you are appealing
(where applicable).**

Candidate name Candidate number Component/unit code

(Continue on another sheet if necessary.)

Appendix A

Awarding body contact details

AQA

appeals@aqg.org.uk

City & Guilds

policy@cityandguilds.com

<https://direc.to/hTsw>

CCEA

appealsmanager@ccea.org.uk

OCR

appeals@ocr.org.uk

Pearson

edexcelappeals@pearson.com

WJEC

Appeals Team

appeals@wjec.co.uk