

Oakgrove Integrated College

Policy for Centre Appeals Process, Summer 2021

Ratified by Board of Governors on 29th June, 2021

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, other awarding organisations (AO) and JCQ;
- ☒ to ensure that all staff involved in the process know, understand and can carry out their roles effectively;
- ☒ to ensure learners understand the appeals process, the centre's role and the role of the AO; and
- ☒ 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.

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 JCQ guidance, *A Guide to Appeals Processes, Summer 2021*, and any further guidance provided by CCEA in relation to its Post Results Service. Staff will familiarise themselves with all relevant guidance provided by JCQ, CCEA and other AO.

2. Process Overview

There are two stages to the Post Results Service; students must commence with Stage 1 which will be completed by Oakgrove Integrated College and may then progress to Stage 2.

The two stages are:

Stage 1 - A Centre Review, completed by Oakgrove Integrated College.

Stage 2 - A CCEA Awarding Organisation Appeal, submitted by Oakgrove Integrated College on behalf of a student and completed by CCEA.

Stage 1 – Centre Review conducted by Oakgrove Integrated College

Any student, including private candidates, who was awarded a Centre Determined Grade by Oakgrove Integrated College in Summer 2021 is permitted to submit a request for a Centre Review. To help students decide whether to request a Centre Review, Oakgrove Integrated College 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 Oakgrove Integrated College using the form provided by CCEA. A student may request a Centre Review if they consider:

- 1) Oakgrove Integrated College made an administrative error in relation to their grade; and/or
- 2) Oakgrove Integrated College 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 Oakgrove Integrated College to ensure there have been no administrative or procedural errors, or these have been addressed.

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;
- b) any evidence provided by the student about issues that were not known about at the time the grade was determined;
- c) Oakgrove Integrated College CDG Policy and whether it was followed properly and consistently;
- d) the evidence which was used to determine the grade;
- e) 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;
- f) the records of any internal quality assurance processes and any feedback received from the external quality assurance process; and
- g) any relevant centre administration records.

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.

The outcome of any Centre Review completed by Oakgrove Integrated College may be that the grade is raised, stays the same or is lowered.

Reporting the Outcome of a Centre Review

If a grade change is required, Oakgrove Integrated College will submit an error correction request to CCEA as soon as possible.

Oakgrove Integrated College 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 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 candidate 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 – Awarding Organisation Appeal

The outcome of any Awarding Organisation Appeal completed may be that the grade is raised, stays the same or is lowered.

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. Oakgrove Integrated College will submit such appeals on the candidate's behalf and include the following as required:

- CCEA form completed by the student;
- Evidence used to determine the Centre Determined Grade; and
- Completed Candidate Assessment Record for the student.

Centres should have a process in place to communicate the outcome of the CCEA appeal consideration to the candidate upon completion.

3. Roles and Responsibilities

Oakgrove Integrated College will:

- Have appropriate arrangements in place to conduct a Centre Review in line with JCQ 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 issues;
- Decide if a grade change is necessary having completed the Centre Review;
- Inform CCEA of any required changes 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 Board of Governors is responsible for approving the Internal Appeals Policy.

The Head of Centre has overall responsibility for Oakgrove Integrated College 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 Examinations Officer will submit any Stage 2 CCEA Awarding Organisation Appeals through the CCEA app, or delegate this responsibility to another member of centre staff. The Examinations Officer or a delegated member of staff will submit any error correction requests to CCEA, should a grade change be 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. Timelines and Dates

The deadline for submission of priority (A2) Stage 2 CCEA Awarding Organisation Appeals is **23 August 2021**.

In order for Oakgrove Integrated College to meet the above deadline for submission, any requests for a priority Centre Review must be submitted no later than **13 August 2021**.

The deadline for submission of all other Stage 2 CCEA Awarding Organisation Appeals is **17 September 2021**.

In order for Oakgrove Integrated College to meet the above deadline for submission, all other requests for a Centre Review must be submitted no later than **3 September 2021**.

5. 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.