

POST-RESULTS SERVICE

(CCEA,AQA,WJEC,OCN,PEARSON,CACHE)



St. Kevin's College (71952)

Lisnaskea

June 2021

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Responsible: Gary Kelly (Head of Centre)

Monica Leydon (Examinations Officer)

1. Statement of Intent

The purpose of this policy is:

- to provide an overview of the Post-Results Service for Summer 2021 in the context of the guidance issued by CCEA, *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021*;
- 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 (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 Post-Results Service within **St. Kevin's College** to understand and implement this policy. The Centre Post-Results Service Policy is in line with *CCEA Post-Results Service, Process for Heads of Centre – 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 **St. Kevin's College** and may then progress to Stage 2. The two stages are:

- **Stage 1** - A Centre Review, completed by **St. Kevin's College**
- **Stage 2** – An Appeal to CCEA Awarding Organisation, submitted by **St. Kevin's College** on behalf of a student and completed by CCEA.

Stage 1 – Centre Review conducted by St. Kevin's College

For full details refer to:

CCEA Post-Results Service

- <https://ccea.org.uk/downloads/docs/ccea-asset/General/CCEA%20Post-Results%20Service%2C%20Process%20for%20Heads%20of%20Centre%20Summer%202021.pdf>

Process for Heads of Centre – Summer 2021

- <https://ccea.org.uk/downloads/docs/ccea-asset/General/GCSE%2C%20AS%20and%20A%20Level%20Awarding%20Summer%202021%20Alternative%20Arrangements%20-%20Process%20for%20Heads%20of%20Centre%20%28Revised%20Version%202.0%29.pdf>

Any student who was awarded a Centre Determined Grade by **St. Kevin's College** in summer 2021 is permitted to submit a request for a Centre Review.

St. Kevin's College will complete a Centre Review for any student who makes a request. To help students decide whether to request a Centre Review, **St. Kevin's College** will provide students, voluntarily or on request, 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 **St. Kevin's College** using the form provided by CCEA/JCQ. (**Appendix 1**)

A student may request a Centre Review if they consider:

- 1) **St. Kevin's College** made an administrative error in relation to their grade; and/or
- 2) **St. Kevin's College** did not follow its procedure in arriving at the CDG as outlined in the CDG Policy.

If a student wishes to submit an 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 **St. Kevin's College** to ensure there have been no administrative errors and that procedures have been followed, or these have been addressed.

Priority Appeals

Students may submit a priority Centre Review if they have a place at a Higher Education Institution/University on hold.

The deadline for submission of priority (A2) Stage 2 Appeals to CCEA Awarding Organisation, where a place at a higher education Institution is on hold, is **23 August 2021**.

In order for **St. Kevin's College** to meet the above deadline for submission, any requests for a priority Centre Review, where a place at a higher education Institution/University is on hold, must be submitted no later than **16 August 2021**.

Determining the Outcome of a Centre Review

(Refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* for full details)

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

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's approved policy and whether it was followed;
- c) the evidence which was used to determine the grade (although the reviewer will not be assessing or re-marking this evidence);
- d) any relevant assessment records that detail amendments to the range of evidence for the student and, where applicable, the steps taken to address any known mitigating circumstances or approved access arrangements;
- e) the records of the quality assurance processes and whether these were followed in determining the grade;
- f) the record of any pre-results discussions between the centre and student (for example, where a student has raised mitigating circumstances earlier in the process);
- g) relevant centre administration records; and
- h) any other documentation the decision-maker feels necessary to process the review.

In cases where an administrative or procedural error 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 St. Kevin's College may be that the grade goes up, goes down or stays the same.**

Reporting the Outcome of a Centre Review

If a grade change is considered to be required, **St. Kevin's College** will submit an error correction request to CCEA as soon as possible.

St. Kevin's College will provide the student with an outcome letter using the template provided by CCEA/JCQ. 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 Appeal to CCEA Awarding Organisation.

Stage 2 – Appeal to CCEA Awarding Organisation

For full details refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021*

Whether or not an administrative or procedural error was found through the Centre Review, and whether or not the grade changed as a result, all students, have the right to submit an Appeal to CCEA Awarding Organisation as the next stage in the process. Where requested

by the student, **St. Kevin's College** will submit such appeals on the student'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.

St. Kevin's College will submit any request for an Appeal to CCEA Awarding Organisation from a student upon the conclusion of a Centre Review. **St. Kevin's College** will have a process in place to communicate the outcome of the Appeal to CCEA Awarding Organisation to the student upon completion.

3. Roles and Responsibilities

St. Kevin's College 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 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.

St. Kevin's College will also carefully consider the requirements of their centre policies, particularly in relation to the separation of duties and personnel to ensure fairness in reviews and appeals.

The Board of Governors is responsible for approving the policy.

The Head of Centre (Mr Kelly) has overall responsibility for **St. Kevin's College** as an examinations centre and will ensure the roles and responsibilities of all staff are defined.

The Head of Centre and the Examinations Officer will complete Centre Reviews.

The Head of Centre will sign-off the outcome of any Centre Review.

The Head of Centre will communicate the outcome of any Stage 1 Centre Review or Stage 2 Appeals to CCEA Awarding Organisation 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 (Mrs Leydon) will complete centre reviews and submit any Stage 2 Appeal to CCEA Awarding Organisation through the CCEA app. The Examinations Officer will submit any error correction requests to CCEA, should it be considered that a grade change is required.

Heads of Department and Subject Teachers will :

- provide all evidence used to determine the Centre Determined Grade
- complete the Candidate Assessment Record Sheet for the student
- be required to provide their 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 Appeals to CCEA Awarding Organisation, where a place at a higher education Institution/University is on hold, is **23 August 2021**.

In order for **St. Kevin's College** to meet the above deadline for submission, any requests for a priority Centre Review, where a place at a higher education Institution is on hold, must be submitted no later than **16 August 2021**.

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

In order for **St. Kevin's 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.

CCEA Post-Results Service Submission Form



Important Information for Students

What may happen to your grade during the Centre Review and Appeal to CCEA Awarding Organisation?

If you ask your school or college to undertake a Centre Review of your grade, or if you subsequently ask for an appeal to be submitted to CCEA Awarding Organisation (AO), there are three possible outcomes:

- your original grade goes down, so your final grade may be lower than the original grade you received;
- your original grade stays the same, so there is no change to your grade; or
- your original grade goes up, so your final grade may be higher than the original grade you received.

To initiate a Centre Review, you must complete the form below. You can sign the form with an electronic, handwritten or typed signature. This confirms to your school or college that you have understood what the outcome might be, at any stage of the Centre Review and appeals process, and that you give your consent to a Centre Review and, should you wish, a subsequent Appeal to CCEA AO. A Centre Review or appeal cannot be withdrawn once a finding has been made.

If you believe an error persists once you have received the outcome of the Centre Review and you wish to progress to an Appeal to CCEAAO, you should discuss this as soon as possible with your school or college and ask them to submit your appeal on your behalf. CCEA AO needs to receive an application for appeal from your school or college by **23 August 2021** for priority appeals (those with higher education places pending the outcome of an appeal) or **17 September 2021** for non-priority appeals.

What is a priority appeal?

A priority appeal is for students whose higher education place is pending the outcome of an appeal. You should inform your preferred higher education provider that you have requested a Centre Review or Appeal to CCEAAO.

What is your UCAS personal identifier?

Your UCAS personal identifier is the 10 digit code included in all correspondence from UCAS. This is needed to confirm that a student's place is pending the outcome of an appeal.

Stage 1 – Centre Review

A. Student Request

This section is to be completed by the student.

If you need help completing this section, please speak to your school or college.

Centre Name	<input type="text"/>	Centre Number	<input type="text"/>
Student Name	<input type="text"/>	Candidate Number	<input type="text"/>
Qualification title including level, e.g. GCSE	<input type="text"/>		
Centre Determined Grade issued	<input type="text"/>		
Are you applying for a priority appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, provide your UCAS personal identifier.	<input type="text"/>

Grounds for Centre Review Please tick the grounds upon which you wish to apply for a Centre Review.			
Administrative error by the centre	<input type="checkbox"/>	Centre did not follow their procedure	<input type="checkbox"/>

Supporting evidence Please provide a short explanation of what you believe went wrong and how you think this has impacted your grade.
<input type="text"/>

Acknowledgement I confirm that I am requesting a Centre Review for the qualification named above and that I have read and understood the information provided in the Important Information for Students section above. In submitting this review, I am aware that: <ul style="list-style-type: none">• the outcome of the review may result in my grade going up, going down or staying the same; and• the next stage (Stage 2 – Appeal to CCEAAO) may only be requested once the Centre Review (Stage 1) has been requested and concluded.		
Student Name	Student Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>

B. Centre Review Outcome

This section is to be completed by the centre.

Centre Review Outcome

Please tick the outcome of the review.

Upheld	<input type="checkbox"/>	Not upheld	<input type="checkbox"/>
Original Centre Determined Grade	<input type="checkbox"/>	Revised Centre Determined Grade	<input type="checkbox"/>

Information considered by the centre

Please provide a short explanation of the evidence that you have reviewed.

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Rationale for the outcome of the Centre Review

Outline the centre's findings from the Centre Review including, where appropriate, rationale for any proposed grade change.

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Authorisation and dates of next stages

Name of authoriser		Date submitted to CCEAAO if appropriate	
Date CCEAAO decision and rationale issued to student		Date student informed of Stage 2 submission	

Stage 2 – Appeal to CCEA AO

This section is to be completed by the student.

If you need help completing this section, please speak to your school or college.

Grounds for Appeal

Please tick the grounds upon which you wish to appeal.

1. Administrative error by CCEA AO	<input type="checkbox"/>
2. Administrative error by the centre	<input type="checkbox"/>
3. Centre did not follow their procedure	<input type="checkbox"/>
4. Unreasonable exercise of academic judgement	
a. Selection of evidence	<input type="checkbox"/>
b. Determination of Centre Determined Grade	<input type="checkbox"/>

Supporting evidence

Please provide a short explanation of what you believe went wrong and how you think this has impacted your grade.

Acknowledgement

I confirm that I am requesting an appeal for the qualification named above and that I have read and understood the information provided in the Important Information for Students section above.

- I am aware that the outcome of the appeal may result in my grade going up, going down or staying the same.
- I understand that there is no further opportunity to appeal to CCEA AO and that the next stage would be to contact the regulator. CCEA AO will include the next appropriate steps, where applicable, in its appeal outcome letter.

Student Name

Student Signature

Date