



Summer 2020 Year 13 Post-Results Services

The purpose of this document is to set out for students who are receiving results in GCSEs, A Levels and Vocational or Technical Qualifications (VTQs) in Summer 2020 the procedures for post-results services. It should be read in conjunction with the relevant Ofqual guidance on [appeals and complaints](#).

Concerns About Results

Formby High School is committed to supporting our students and staff will be on hand on results days and beyond to support them and provide the appropriate guidance for either their post-16 or post-18 pathway choices.

Ofqual has published a [Student Guide to Post-16 Qualifications Results Summer 2020](#) that sets out how grades were calculated this year and the options available if students believe their result was not properly produced, including access to appeal. This information has been sent by ParentMail to all students and is available on the [school website](#).

Awarding bodies will also likely provide information for students about results. Formby High School will signpost students to any relevant information at results time.

The [National Careers Service Exam Results Helpline](#) offers advice each year for students who have not received the results for which they had hoped. Ofqual will also make a helpline available to students and their parents or carers to talk about the appeals process and any other questions they may have about their results this summer.

Centre Assessed Grades (CAGs) and Rank Orders

Formby High School submitted CAGs and rank orders to the relevant awarding body in accordance with the Ofqual guidance on *Awarding qualifications in summer 2020* and in line with the awarding body instructions.

For the reason of fairness, awarding bodies have put these grades through a standardisation process to ensure grading standards are consistent across all centres. The rank order of candidates will not be changed but the final calculated grades candidates receive may be different to their CAGs.

Students' CAGs have been included with their results. In addition to this, students' Pre-Public (or 'Mock') Examination results from this school year have been shared with results.

How Centre Assessed Grades (CAGs) and Rank Orders Were Determined

Upon request, Formby High School will provide a brief summary of:

- the process deployed for each subject in determining CAGs and ranking of candidates within each grade (or within the cohort where this was required by a particular qualification type).
- the support given to teachers in grading and ranking students.
- a summary of the evidence and data used to make objective and professional judgements.
- the standardisation process where a cohort was taught across several teachers in a subject area.
- how any conflicts of interest were managed.
- the review and check for accuracy undertaken as part of the internal sign-off process for each subject.
- confirmation of the process for Head of Centre sign-off and submission of the declaration to awarding bodies.

- any errors reported by an awarding body after the submission of information and details of how these were resolved.

Any request for this information should be made by email to a member of the Senior Leadership Team who will handle the request on the student's behalf. Requests for any further information regarding CAGs will need to be made via a Subject Access Request.

Appeals

If students have a concern about a grade they have been awarded, they should speak with a member of the Senior Leadership Team or Mr O'Shaughnessy (Director of Sixth Form) in the first instance who will listen to the concern, discuss it with the student (and his/her parents) and advise accordingly.

Students are not able to appeal against a result they have received on the grounds that they are disappointed or they believe they would have performed better had they taken examinations. If this is the case, they may wish to consider taking examinations during the Autumn series (please see Autumn 2020 Examination Series Entry below). Students can also not appeal against the CAG or rank order submitted by the school to the awarding body or appeal against the process used to determine the CAG and rank order. To ensure fairness to all students, the Government has said that students may have grounds for appeal where the result(s) they have been awarded differ to the grades they attained in 'mock' examinations (known as Pre-Public Examinations at Formby High School).

Students are not able to make an appeal directly to the awarding body themselves. The school is able to appeal on behalf of an individual student, group of students or whole cohort where they believe there may be grounds for appeal as set out below:

- The centre made an error when submitting a CAG or rank order information.
- An awarding body made a mistake when calculating, assigning or communicating a grade.
- Reasonable adjustments to account for a disability were not taken into account when determining a student's grade(s).
- The final grade(s) differs to the grade(s) attained in 'mock' examinations taken during the school year.

If, after discussion with a member of the Senior Leadership Team or Mr O'Shaughnessy, the student wishes to proceed with requesting an appeal, he/she should complete and submit an internal appeal form outlining the grounds for appeal. The form can be found on page 5 or on the [school website](#). This form should be completed and submitted by email to exams.database@formbyhighschool.com or in hard copy in a sealed envelope marked for the attention of Mrs Hiller (Examinations & Data Manager). The request for an internal appeal should be submitted by no later than 12:00 midday on 3 September 2020. Where it is relevant to do so, the appellant should inform any third party (such as a university or college) that an internal appeal has been submitted to the school.

The internal appeal request will be reviewed by an appointed member of the Senior Leadership Team to determine whether the school will make an appeal to the awarding body on behalf of the student.

If the internal appeal is upheld the school will:

- where applicable, request information that the awarding body holds that would be needed for an appeal within the time period set by the awarding body.
- where applicable, submit an appeal (initial review) on the candidate's behalf to meet the awarding body's deadline for appeals.

Formby High School will not:

- seek any information the awarding body holds that would be needed for an appeal if it does not believe an awarding body made a mistake when calculating, assigning or communicating a grade.
- appeal to an awarding body on a candidate's behalf if it does not believe the school itself made an error when submitting a CAG or rank order information or if it does not believe an awarding body made a mistake when calculating, assigning or communicating a grade.
- appeal to an awarding body if it does not believe there is sufficient evidence of bias or discrimination.

The candidate will be informed of the outcome of the internal appeal as soon as a decision has been made and in sufficient time for the school to take any appropriate action where the internal appeal may be upheld.

Where the school appeals to an awarding body on behalf of a student, fees which may be charged for the appeal will be paid by the school. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body to the school. The school will only pay for the awarding body to conduct an appeal (initial review). If this is unsuccessful and the candidate wishes to pursue an independent review or a review by Ofqual's Exam Procedures Review Service the cost of this will be met by the student (unless the Headteacher offers for this cost to be met by the school).

In advance of results being released, the school will conduct a thorough analysis of candidates' results prior to results day to identify any instance where an administrative error may have occurred either at school level or by the awarding body. In these circumstances, a member of the Senior Leadership Team will speak with any students who may have been affected in person to discuss their options appeal. To support this process or if there is concern about any results, the school may seek any information the awarding body holds in relation to how final grades were calculated.

The school may submit an appeal to the awarding body on behalf of a candidate, group of candidates or whole cohort where it believes:

- the centre itself made an error when submitting CAG or rank order information to the awarding body and has supporting evidence that confirms an error was made (and will submit its supporting evidence at the earliest stage and explain why data which the Head of Centre declared to be accurate is now considered incorrect).
- the awarding body made a mistake in the operation of the standardisation model where the wrong data was used to calculate results.
- the awarding body made an administrative error in the issuing of results.
- students' performance in 'mock' examinations exceeds the actual grades awarded.
- exceptional circumstances apply (for example, the historic data used in the awarding body's statistical model did not reliably inform calculated grades).

Prior to submitting an appeal for an individual student's result or group of students' results, the school will obtain consent from the candidate(s). The outcome of this process may be that the final grade is raised, lowered or remains the same. Where the school appeals against the results awarded to a whole cohort individual consent from candidates will not be obtained as grade protection applies.

Making a Complaint

If the candidate (and/or his/her parents) is dissatisfied with the school's handling of their internal appeal, they should refer to the school's Complaints Policy. A copy of this can be found on the school website.

Making a Complaint on the Grounds of Bias or Discrimination

If a candidate has evidence to believe bias or discrimination affected their CAG(s) or rank order position(s) this summer, this could be a form of malpractice or maladministration. If a student thinks malpractice or maladministration might have affected his/her grade(s), he/she should discuss this directly with a member of the Senior Leadership Team in the first instance and raise a complaint through the Complaints Policy. It may be resolved at this stage and may result in the school submitting an appeal request (internal review) to the relevant awarding body.

If a student feels the matter has not been addressed, he/she could then consider raising the concern(s) about malpractice or maladministration with the awarding body which issued the result(s). It is important to remember that this would not be an appeal, but rather an allegation that malpractice or maladministration occurred in relation to a candidate's CAG(s) position(s). Such allegations would need to be supported by evidence but are deemed serious and taken seriously. The awarding body may choose to carry out its own investigation into suspected malpractice. An allegation of malpractice or maladministration allegation is subject to the same deadlines as those set for appeals. Whilst a student would be expected to raise any concerns with school initially, if he/she has evidence of malpractice or maladministration on the part of your school and has concerns about raising it with them directly in the first instance, it may be appropriate for him/her to discuss this directly with the awarding body instead.

Receiving a grade lower than hoped for or expected is not itself an indication of bias or discrimination. Telling an awarding body that a CAG was lower than a candidate thinks he/she deserved will not be enough to make the awarding body suspect malpractice or maladministration took place. For a case to be considered, the candidate will need to show something specific or something surprising, which calls for an explanation that school has been unable to give. For more information, please refer to the Ofqual guidance document '[What to do if you have concerns or questions about your grades: student guide to appeals and malpractice or maladministration complaints](#)'.

Autumn Examination Series Entry

Students who were entered for examinations in the summer 2020 series and wish to sit an examination in Autumn as they were dissatisfied with their calculated grades can do so. They should discuss the matter with a member of the Senior Leadership Team or the appropriate subject teacher, Subject Leader or Curriculum Leader. They may request an examination entry form from the Examinations Office by email on exams.database@formbyhighschool.com. Alternatively, a form can be downloaded from the [school website](#).

Students who choose to be entered for examinations during the Autumn will not be required to pay examination entry fees (unless they incur late entry fees). They should submit their examination entry form by 12:00 midday on 3 September 2020.

