



APPEALS PROCEDURE FOR GCSEs (including FSMQ) and PEARSON IGCSEs (Appendix 1 only applies to Cambridge International Education IGCSE)

Date Reviewed: July 2021

Next Review: September 2021

This Procedure will remain valid until the end of October 2021.

Centre reviews and appeals to awarding organisation

The arrangements for awarding Teacher Assessed Grades (TAGs) to pupils in summer 2021 include internal and external quality assurance measures which aim to ensure that, on results day, pupils are issued with fair and consistent TAGs that have been decided objectively.

Post results, the need for appeals should be limited as pupils should be confident in their TAGs because of the following:

- An effective Centre Policy which has been adhered to by all staff involved in the determination of TAGs, and which has been reviewed by the awarding organisations.
- A high standard of internal quality assurance both in determining TAGs based on pupil evidence and ensuring that there are no administrative or procedural errors.
- Effective provision of access arrangements for all eligible pupils.
- Effective arrangements for pupils that may have been disadvantaged during an assessment that contributes to their TAG, either by taking the circumstances into account in determining TAGs or by using alternative evidence that was unaffected by the adverse circumstances.
- Effective communication with pupils and parents so that they understood the Centre's approach to determining the TAGs before the grades were submitted to the awarding organisations, including the evidence used.
- Accurate recording and effective checking of information on an assessment record for all pupils to avoid errors in submitting TAGs.
- Effective oversight and clear professional accountability from the Head of Centre who has completed the Head of Centre Declaration.

The appeals process relies on excellent record-keeping through the assessment process. With this in mind, teachers and Heads of Department have:

- Documented the sources of evidence used for determining grades for the cohort along with a rationale for what was selected.
- Documented any exceptional circumstances for pupils, i.e. if a pupil's evidence is different from the subject cohort and the rationale for that; if approved access arrangements/reasonable adjustments were in place and if not, how they were

taken account of when determining the grade; and how any mitigating circumstances such as illness were taken into account when determining the TAG.

- Discussed the range of evidence used with all pupils.
- Ensured that any evidence that has been used to determine pupils' TAGs (e.g. pupil work and marks where work is not available) is stored safely and can be retrieved promptly by Centre staff if needed for a Centre review or requested for an awarding organisation appeal.

Pupils will need certain information to help them decide whether to appeal

The following have already been shared:

- the Centre policy
- the sources of evidence used to determine the pupil's TAG, along with the marks/results associated with them
- details of any variations in evidence used based on disruption to what the pupil was taught
- details of any special circumstances that have been considered in determining the TAG, for example, access arrangements/reasonable adjustments or mitigating circumstances such as illness.

Awarding organisations have provided assessment materials, guidance and training to support the Centre in making fair and consistent judgements which are without bias and have/will be conducting external quality assurance, including:

- reviewing Centre policies; and
- sampling pupil work that has contributed to the range of evidence used in determining TAGs.

Although every effort will be made to ensure that pupils are issued with the correct TAGs on results day, there is an appeals system as a safety net to resolve any errors not identified during the earlier parts of the process. Pupils who consider that an error has been made in determining their TAGs will have a right to appeal. JCQ expect that there will be relatively few errors this year.

Appeals Process

After results day

Results issued (10/12 August)

1. **Student** asks centre for review because they think there has been an error

Note: Grades can go up, down or stay the same

Centre review: Centre checks for errors and process issues. Centre wants to change grade?

No

Yes

Centre informs student of outcome

Awarding Organisation checks and issues final grade; may require input from Centre

2. If **Student** thinks the error has not been resolved they ask centre for Awarding Organisation appeal

Note: Grades can go up, down or stay the same

Centre submits Awarding Organisation appeal

Awarding Organisation appeal:

Have processes been followed, is the grade a reasonable exercise of academic judgement?

No

Yes

Awarding Organisation issues final grade; may require input from Centre

Awarding Organisation issues final grade

Centre informs student of outcome

3. If dissatisfied, applications may be made to Ofqual's EPRS (Exam Procedures Review Service)

There are two stages to the Summer 2021 Appeals process:

Stage 1: Centre review for GCSE and Pearson IGCSE

The first stage of the process is referred to as a **Centre Review**. If a pupil does not consider that they have been issued with the correct TAG, they may submit a request for a Centre Review on the grounds that the Centre has:

- failed to follow its procedures properly or consistently in arriving at the result or
- made an administrative error in relation to the result.

To decide whether to request a review, pupils will need access to certain information before results day, or on results day, if it has not already been made available to them. This must include:

- the Centre policy
- the sources of evidence used to determine the pupil's TAG, along with the marks/results associated with them
- details of any variations in evidence used based on disruption to what the pupil was taught
- details of any special circumstances that have been considered in determining the TAG, for example, access arrangements/reasonable adjustments or mitigating circumstances such as illness.

A Centre Review must be completed and an outcome reported to the pupil before an appeal can be submitted to the awarding organisation.

Requests for a Centre Review must be made by the pupil to the Centre by **26th August 2021**.

A pupil may submit a request for a review but subsequently decide they wish to withdraw it. They are allowed to do so, in writing to the Head of Centre, as long as no finding has been made. A Centre Review application cannot be withdrawn once a finding has been made.

If the Centre finds that an error has occurred, they will be able to submit a request to the awarding organisation to correct the error and amend the TAG without the need to make an appeal to the awarding organisation.

Stage 2: Appeal to the awarding organisation for GCSE

The Centre must submit an appeal to the awarding organisation if the pupil considers that:

- the Centre did not follow its procedure properly or consistently in arriving at the result, or during the Centre Review
- the awarding organisation made an administrative error in relation to the result
- the Centre made an unreasonable exercise of academic judgement in the choice of evidence from which to determine the grade and/or the determination of that grade from the evidence. (An independent reviewer will consider whether the original TAG decision was reasonable. The independent reviewer will not consider

whether they would have given an alternative grade or whether an alternative grade could also reasonably have been given. The independent reviewer will consider whether the original TAG decision was reasonable on its own terms, not if any alternative proposition for the TAG or evidence put forward by the pupil would be a more appropriate exercise of academic judgement. There may be a difference of opinion as to the assessed grade without there being an unreasonable exercise of academic judgement. The reviewer will only conclude that there has been an unreasonable exercise of academic judgement if the TAG was clearly wrong, ie, there was no basis on which the grade could properly have been given.)

Stage 2: Appeal to the awarding organisation for Pearson IGCSE

The Centre must submit an appeal to Pearson for IGCSEs if the pupil considers that:

- **Pearson Error Appeal** - Pearson has made an error and has not issued the grade that the Centre requested. The pupil must provide its reason for believing that Pearson have made an error.
- **Centre Process Appeal** - the Centre has not followed its process for determining the TAG correctly, or it has made an administrative error, or it has not followed the Centre Review process properly. This will also include where a pupil does not believe the Centre has made appropriate provision for any reasonable adjustments they were entitled to or applied special considerations appropriately.
- **Centre Academic Judgement Appeal (grade)** - the Centre's TAG was unreasonable.
- **Centre Academic Judgement Appeal (range of evidence)** - the Centre has not been fair in its selection of evidence upon which it has based its TAG determination.
- **Centre Process and Academic Judgement Appeal (combined)** - the Centre has not followed its process for determining the TAG correctly and that the Centre's TAG was unreasonable.

A pupil may only submit a request for an awarding organisation appeal **after they have received the outcome of their Centre Review and after the publication of results.**

Appeals submitted by pupils or parents directly to an awarding organisation will not be processed and will need to be re-submitted via the Centre by the deadlines given in this Procedure.

All requests for an awarding organisation appeal must be made to the Centre by **9th September 2021** and must be received by the awarding organisation by 17th September 2021.

A pupil may submit a request for an appeal but subsequently decide they wish to withdraw it. Awarding organisations will accept requests, in writing to the Head of Centre, for appeals to be withdrawn as long as no finding has been made. An application for an awarding organisation appeal cannot be withdrawn once a finding has been made.

Ofqual Exam Procedures Review Service

Following the conclusion of the awarding organisation's appeal process, a pupil who remains concerned that their GCSE grade was incorrect may be able to apply for a procedural review to the Exam Procedures Review Services (EPRS) from the relevant regulator. This Review is not available to Pearson IGCSEs.

Key Internal Dates for Centre Review and Appeals

From results day to 26th August 2021	Pupils may request a Centre Review
From results day to 2nd September 2021	Centre conducts a Centre Review
From notification of the outcome of a Centre Review to 9th September 2021	Pupils may request an appeal to the awarding organisation
From notification of the outcome of a Centre Review to 17th September 2021	Centre submits appeal to awarding organisation

Consent

Pupils will be required to give written consent for a Centre Review or an Appeal to an Awarding Organisation for all GCSEs and Pearson IGCSEs on the **JCQ form** in the Appeals Procedure Summer 2021 Forms document.

Grade Changes

On the consent form, the pupil will be signing to confirm that they understand that during the Centre Review or an Appeal to an Awarding Organisation process their TAG may go **DOWN**, stay the same or go up and that this outcome will be final.

APPENDIX 1

CENTRE REVIEW, POST-RESULTS CHECKS AND APPEALS PROCESS FOR CIE IGCSE ONLY

There are two stages to the Summer 2021 Appeals process:

Stage 1: Centre review for CIE IGCSE ICT

The first stage of the process is a Centre Review. If a pupil does not consider that they have been issued with the correct school-assessed grade, they may submit a request for a Centre Review in the following circumstances:

- A pupil, parent or legal guardian disputes the grade
- A pupil, parent or legal guardian disputes the Centre's choice of evidence in a pupil's portfolio
- A pupil, parent or legal guardian disputes the Centre's application of special consideration
- A pupil, parent or legal guardian disputes the Centre's delivery of any access arrangements.

Requirements of the Centre Review

The Centre Review will cover the following areas for the pupil grade and the information has been recorded in the Rationale Document for CIE.

- The Centre followed the CIE guidance for the determination of school-assessed grades.
- Every pupil was made aware of the evidence used to determine their grade before it was submitted to CIE, in particular:
 - Pupils understood the Centre's approach to determining their school-assessed grades before the grades were submitted to CIE
 - The Centre explored any concerns that the pupils had about the evidence chosen and can explain how its choice of evidence is in line with the requirements of the CIE guidance.
- The Centre followed its internal quality assurance processes to determine the school-assessed grades, based only on pupil evidence, and made sure that there were no administrative or procedural errors.
- The Centre made sure that the final school-assessed grades awarded were within the range of the grades allocated to the individual pieces of evidence, in line with CIE guidance.
- The Centre provided access arrangements, if the pupil was eligible.
- The Centre made suitable allowance for any pupil who required special consideration, either by taking the circumstances into account in determining grades or by using alternative evidence that was unaffected by the adverse circumstances.
- The Centre accurately recorded and effectively checked the pupil information before submitting the school-assessed grades so that errors could be avoided.

- There was effective oversight and clear professional accountability from the Head of Centre who completed the Head of Centre declaration.

The actions the Centre may take following a Centre Review are summarised in the table below.

Situation	Action
The Centre decides that the school-assessed grade was not correct.	The Centre will submit a request for Post-Results Check Service 1 by 20 th September 2021 and will inform CIE of the revised grade for the pupil.
The Centre believes that the school-assessed grade was correct, and this is understood and accepted by the pupil, parent or legal guardian.	The Centre does not need to take any further action and does not need to inform CIE that the Centre Review has taken place.
The Centre believes that the School's judgement about the pupil's performance and school-assessed grade was correct but this is still disputed by the pupil, parent or legal guardian.	The Centre will submit a request for Post-Results Check Service 2 by 20 th September 2021. A fee will be charged.
The Centre believes that the school-assessed grade was correct, but the pupil, parent or legal guardian still disputes the choice of evidence, or the Centre's decisions in relation to special consideration or access arrangements.	The Centre will submit a request for a Special Enquiry Appeal by 20 th September 2021. A fee will be charged.

Any concerns raised about the choice of the three pieces of evidence used to produce the overall grade, or about how special consideration or access arrangements have been managed will first be dealt with through a Centre Review. If a grade change is considered appropriate, this will be requested through Post-Results Check Service 1. If a candidate, parent or legal guardian still has concerns, the Centre will request a Special Enquiry Appeal.

Key Internal Dates for Centre Review, Post-Results Checks and Appeals

From results day to 26th August 2021	Pupils may request a Centre Review
From results day to 2nd September 2021	Centre conducts a Centre Review
From notification of the outcome of a Centre Review to 9th September 2021	Pupils may request a Post-Results Check or a Special Enquiry appeal, as appropriate, to the awarding organisation
From notification of the outcome of a Centre Review to 20th September 2021	Centre submits a Post-Results Check or a Special Enquiry appeal to awarding organisation

Consent

Pupils will be required to give written consent for a Centre Review, a Post-Results Check or an Appeal on the appropriate **CIE form** in the Appeals Procedure Summer 2021 Forms document.

Grade Changes

On the consent form, the pupil will be signing to confirm that they understand that during the Centre Review, a Post-Results Check or an Appeal, their school-assessed grade may go **DOWN**, stay the same or go up and that this outcome will be final.