

Request for Centre Review & Appeals

Whilst it is unlikely that the school has made a mistake when issuing your grade, if you think that an error has occurred, you are entitled to request a centre review. This document outlines the process that the school will adhere to when conducting centre reviews and appeals.

Who can submit an appeal?

Students' grades have been determined by schools and colleges this year as teachers are best placed to do this. The appeals process is a critical safety net in the event that anything goes wrong to ensure that each learner has an individual right to appeal their grades via a transparent process of review.

Any student, including a Private Candidate, may submit a request for a centre review (stage 1) on the grounds that the centre has:

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

Requests for appeals on the grounds of academic judgement (unreasonableness) will only be considered by awarding organisations (at Stage Two) and not by centres. In these cases, an initial centre review must still be completed to ensure that the centre has not made any procedural or administrative errors. The centre should not review its academic judgements during the centre review stage.

Requesting a centre review (stage 1)

Any candidate who wishes to appeal their results must request a centre review. The first stage of this process is completed internally. The school will check the following:

- Have procedures been followed properly and consistently in arriving at that result?
- Has the school made any administrative errors in relation to the result?

All requests for a centre review, including those from Private Candidates, must be made directly to the centre which submitted the grade(s). These requests must be made to the school by the following deadlines:

- **Monday 16 August 2021** (*priority appeals - for students applying to higher education who did not attain their firm choice, i.e. the offer they accepted as their first choice, and wish to appeal an A level or other Level 3 qualification result*)
- **Friday 3rd September 2021** (*in all other cases*).

To submit an appeal, pupils must complete the student request form for centre reviews and appeals. This can be found on the school website under secondary/assessments information. This should be submitted to appeals@arkjohnkeatsacademy.org.uk by the dates above. The

school will acknowledge receipt of these requests and report outcomes as per the guidance below.

Reporting the outcome of a stage 1 centre review

Once the school has considered the review and determined if a grade change is necessary, we will report the outcome either to the student who submitted the review or to the awarding organisation to request a change to the grade.

If our review finds a failure and concludes that a grade change is needed, before reporting the outcome to the student, the centre must submit an error correction request to the relevant awarding organisation.

Amended grades will then be reported to the centre, to be shared with the student along with the centre's review decision. In cases where the awarding organisation disagrees with the centre's decision to amend a grade as the result of a review and considers it inappropriate to do so, or considers a different grade to be appropriate, the awarding organisation will clearly communicate its reasons to the centre.

We will share these outcomes by letter, setting out whether or not the review process found a procedural failure of administrative error. If it did, we will explain what the error was and the reason for the finding and whether or not this resulted in a change in grade.

The school will keep a record of the outcome of all reviews must be kept by the centre.

Appeals to the awarding organisation (stage 2)

Whether or not a procedural or administrative failure was found, and whether or not the grade changed as a result, all students have the right to submit an appeal to the awarding organisation as the next stage in the process.

Any appeal to the awarding organisation must be submitted on the student's behalf by the centre that carried out the relevant review, with the consent of the student.

An appeal can only be made against a result issued. Any student who believes that the centre's decision to withdraw an entry due to insufficient evidence on which to determine a Teacher Assessed Grade, or not to make an entry in the first place, must raise such concerns through the centre's complaints process. Any continuing concerns following completion of the centre's complaints process may subsequently be raised through the awarding organisation's complaints process.

All requests for an appeal must be made directly to the centre which submitted the grade and must be received by the school by:

- **Thursday 19th August 2021** for priority appeals (for students applying to higher education who did not attain their firm choice, i.e. the offer they accepted as their first choice, and wish to appeal an A level or other Level 3 qualification result), or by
- **Wednesday 15th September 2021** for non-priority appeals.

The school will then submit all evidence and requests for appeals to the exam board by Monday 23rd of August and Friday 17th of September.

All requests for appeals, from internal or Private Candidates, must be made to the centre which determined and submitted the grade and the centre must submit the appeal request to the awarding organisation.

Appeals which are not submitted by the deadlines above may lead to appeals not being completed in time for those students applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal an A level or other Level 3 qualification result.

Awarding organisations will not accept appeals directly from students or parents. Appeals submitted by students or parents directly to an awarding organisation will not be processed and will need to be re-submitted via the centre. This may risk appeals not being completed in time for those students applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal an A level or other Level 3 qualification result.

Any student who requests a priority appeal must include their UCAS personal ID with the appeal application for it to be processed as such. They should also notify their higher education provider that they have requested an appeal at the earliest possible opportunity so they can decide how to handle their offer.

Once the centre has submitted the appeal to the awarding organisation, we will confirm to the student that it has done so.

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

The decision whether to accept the application for an appeal is based on: a. whether the grounds of appeal are within the remit of the appeals process (where a rationale is required) b. whether a centre review has been completed c. the timing of the application in relation to the published deadlines for submitting appeals d. whether the student has confirmed that they consent to their grade being raised, lowered or staying the same.

A student may submit a request for an appeal but subsequently decide they wish to withdraw it. Awarding organisations will accept requests 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.

What happens during centre reviews and awarding organisation appeals?

During a centre review the school will check the following:

- Have procedures been followed properly and consistently in arriving at that result?
- Has the school made any administrative errors in relation to the result?

If a pupil requests a review and this has already been conducted as part of the internal quality assurance process. The school is not required to conduct a subsequent investigation but can rely on these initial findings.

An explanation of what happens during a stage 2 review can be found on the [JCQ website](#).

The awarding organisation will report the outcomes of the appeal and any revised grade, with reasons, to the centre. The centre will share the outcome of the awarding organisation appeal,

and where appropriate the next stage of the process, with the student promptly. This will be done via letter.

To do this, you will need to submit a student request form for centre appeals. These are available on the school website or can be obtained by emailing the school at appeals@arkjohnkeatsacademy.org. Priority appeals must be submitted by August 16th and non-priority appeals by the 3rd of September.

Key Dates for priority appeals*

10 August to 16 August 2021	Window for students to request a centre review
10 August to 20 August 2021	Centres conduct centre reviews
10 August to 23 August 2021	Centres submit appeals to awarding organisations

**A priority appeal is only for students applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal an A level or other Level 3 qualification result.*

Key dates for non-priority appeals

From result day to 3 September 2021	Window for students to request a centre review
From result day to 10 September 2021	Centres conduct centre reviews
From result day to 17 September 2021	Centres submit appeals to awarding organisations

Publication of GCE AS and A-level results – 10 August 2021

Publication of GCSE results – 12 August 2021

Timescales

Both the school and awarding organisations will aim to complete appeals as soon as possible and particular efforts will be made for those appeals that have been identified as priority appeals for students applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal an A level or other Level 3 qualification result.

The school will aim to complete stage one of the appeals process within **5 working days**.

The awarding organisations will aim to complete Stage Two of the appeals process (the awarding organisation appeals stage) within 42 calendar days of the receipt of the application. Due to the nature of appeals this year, awarding organisations may require additional input from centres, and it may not always be possible to meet this target.