



Summer 2021 Results and Appeals process

July 2021

Information for Candidates
Summer 2021 Results, Appeals and Certificates

Teacher Assessed Grades

Voyage Learning Campus has determined grades in accordance with the JCQ guidance¹ and has submitted these grades to the relevant awarding organisation by the required deadline.

To support your understanding, please refer to

<https://www.jcq.org.uk/wp-content/uploads/2021/04/JCQ-Guidance-on-the-Determination-of-Grades-for-A-AS-Levels-and-GCSEs-Summer-2021.pdf>

Results

On candidate statements of results (results slips) and certificates, grades will be reported in the same way as in previous years.

Results will be issued on results days in August as follows:

| Date | Qualification type |
|-------------|---|
| 10/08/2021 | GCE (AS, A Levels) and other Level 3 qualifications |
| 12/08/2021 | GCSE and other Level 1/2 qualifications |

Arrangements for results day

Results will be available to collect from VLC Milton Campus, Baytree Road, Weston Super Mare BS22 8HG from 9.30am – 11am on Thursday 12th August 2021

If you are unable to collect your results in person please provide us with a student personal email address and we will release your results by email to you directly on the 12th August 2021.

Concerns about your results

When you receive your results, if you think that a grade is wrong, your first step should be to speak to the Exams officer for advice or the Head of Centre for your Phase.

Further details of the arrangements for appeals provided below:

Certificates

Certificates, when received from the awarding organisations, will be issued to you for collection from your attending site, Phase 2 or Phase 3. This is usually in November, but we will notify you when certificates are available for collection.

¹ <https://www.jcq.org.uk/summer-2021-arrangements/>

The arrangements for appeals

Section 5.4 of JCQ Appeals Guidance Summer 2021 (A guide to appeals processes – Summer 2021) states:

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

- a. the centre policy
- b. the sources of evidence used to determine the student's grade, along with the marks/grades associated with them
- c. details of any variations in evidence used based on disruption to what that student was taught
- d. details of any special circumstances that have been considered in determining their grade, e.g. access arrangements/reasonable adjustments or mitigating circumstances such as illness

There are two stages to the appeals process:

- Stage 1 - centre review
- Stage 2 - appeal to the awarding organisation

Voyage Learning Campus will support its students through the centre review and awarding organisation appeals process.

The information below describes the arrangements in place at Voyage Learning Campus for conducting a centre review and (where applicable) submitting an appeal to the awarding organisation following a centre review.

Stage 1 – Centre review

- If a student does not consider they have been issued with the correct grade, they can submit a request to the appeals email available on the website.
- The Exams officer/Head of centre will check for any errors and process issues review the evidence used to determine the grade for the subject.
- The outcome of the centre review may result in the student's grade remaining the **same**, being **lowered** or **raised**
- On completion of the review the Exams officer/Head of centre will complete section *B. Centre review outcome* form and share with the student as a record of the outcome, in sufficient time prior to the relevant appeal to awarding organisation deadline
- If an administrative or procedural error is found, the Exams Officer/Head of centre will submit a request to the awarding organisation to correct the error and amend the grade without the need to submit an appeal to the awarding organisation

Stage 2 – Appeal to the awarding organisation

- An appeal to the awarding organisation will only be submitted if the first stage, centre review, has been completed and the outcome of the first stage has been issued to the student
- The awarding organisation will not be able to consider an appeal that is based solely on differences of opinion - if the student wants to improve their grade they may want to consider entering for the autumn exam series
- If the student believes there is still an error following the centre review, or if the awarding organisation has made an administrative error, or the student considers that the grade awarded was an unreasonable exercise of academic judgement, the student can submit a request to the Exams officer/Head of centre to proceed with an appeal to the awarding organisation on their behalf

- To proceed, the student must complete the *Stage two – appeal to awarding organisation* section of the form, including electronic signature and date. The form should be saved and returned as an email attachment
- The Exams officer/Head of centre will then submit the appeal on the student's behalf according to the requirements of the awarding organisation to which it is being submitted
- The awarding organisation will determine the grade at appeal and the outcome will be final
- The outcome of the appeal may result in the grade remaining the **same**, being **lowered** or **raised**
- There is no further opportunity to appeal the outcome to the awarding organisation
- The awarding organisation's appeal outcome letter will be provided by post to the student by Exams officer/Head of centre, as soon as reasonably practical after the outcome letter from the awarding organisation is received in the centre
- Should the student still remain concerned their grade was incorrect, they may be able to apply for a procedural review
- The appeal outcome letter will include the next appropriate steps, where applicable, to apply for a procedural review to the Exam Procedures Review Service (EPRS)

Note - Once a finding has been made **you cannot withdraw your request for a centre review or appeal**. If your grade has been lowered, you will not be able to revert back to the original grade you received on results day. For more information please refer to the Department for Education's blog <https://dfemedia.blog.gov.uk/2021/06/09/exam-appeals-what-can-i-do-if-i-think-my-grade-is-wrong-how-do-i-appeal-what-will-happen-if-i-appeal-your-questions-answered/>

Deadlines to submit a request

Non-priority appeal

From 12th August 2021 – 3rd September 2021 – Window for students to request a centre review

12th August 2021 – 10th September 2021 – deadline for centres to conduct centre reviews – Stage 1

12th August 2021 – 17th September 2021– deadline for centres to submit appeals to awarding organisations – Stage 2

Timescales

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.

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.

The timescales for Stage One of the appeals process (the centre review) are suggested timescales to enable centres to submit appeals to the awarding organisation within the deadlines set out above by VLC.