



Summer 2020 Results Processes

Information for Candidates

Updated August 2020

Results, Appeals and Certificates

Centre assessment grades and rank orders

Millom School has submitted provisional (centre assessment) grades and rank orders to the relevant awarding body in accordance with the Ofqual guidance¹ on *Awarding qualifications in summer 2020* and in line with the awarding body instructions.

¹ <https://www.gov.uk/government/publications/awarding-qualifications-in-summer-2020>

For the reason of fairness, awarding bodies are putting 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 grades candidates receive may be different to the centre assessed grades submitted by the school.

Final grades

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

Final grades will be issued on results day(s) in August as follows:

Date	Qualification type
13/08/2020	GCE (AS, A Levels) and other Level 3 qualifications
20/08/2020	GCSE and other Level 1/2 qualifications

Arrangements for results day(s)

This year results days are as follows:

A-level results day: 13 August 2020 (10.00-11.00)

GCSE results day: 20 August 2020 (8.30-12.15 – time slots for tutor groups shown below)

We are asking that students and parents arrive to the school's Alex Hall via the side door, which can be accessed from the main external path to Reception. This will be clearly marked. There will be 2m markers in place to maintain effective social distancing and whilst we do not expect long queues, we do ask that you are patient with us. There will be hand sanitiser for you to use and we politely request that you make use of it. Upon entry to the hall, the student will approach the relevant desk. The staff member will place the paper results slip onto the desk and then indicate to the student when it is ok to move forward to pick it up. This is to maintain social distancing between staff member and student.

Whilst we are happy for students to open their results within the hall and talk to staff about their achievements, we politely request that consideration is given to social distancing and to avoid the mixing of households where possible.

To help with this, we are staggering the arrivals of Year 11 students by tutor group:

- 11C – 8.30 – 9.15
- 11O – 9.30 – 10.15
- 11M – 10.30 – 11.30
- 11B – 11.45 – 12.15

The desks in the hall will be marked alphabetically surname A-F etc. Upon entry to the hall, the Year 11 student should approach the relevant desk. For students in Year 13 there will be a single desk.

Students will exit the Alex Hall through the main internal door into the corridor and exit via the school's Reception.

On both results days, advice and guidance will be available from the senior leadership team should a student have concerns or queries over their progression choices. However, please remember that with this unique situation most schools, colleges, 6th forms and apprenticeship providers are being flexible with entry criteria. If a student is disappointed with their grades, it would be best to check with the provider directly by phone.

We will also be collecting the students' final destinations on results days. Upon exiting the hall there will be tables with paper slips and pens. We ask that the student completes the form with a single use pen and then posts both the slip and the pen into the box provided.

Please do stay at home if you are displaying symptoms of coronavirus or if the household is isolating due to another member of the family having symptoms of coronavirus. In this event you can contact the school and arrange to have the results posted out.

Please note that results will only be given to the student; they will not be given to anyone else without a written request signed by the student concerned. Results will not be given out over the telephone. If the student requires their results slip to be posted, a correctly stamped self-addressed envelope (minimum size A5) must be supplied to Mrs M Ackerman, Examinations Officer before 1 August 2020.

Concerns about your results

At results time, Ofqual will be providing information for students that sets out how their grades were calculated this year and the options available if they believe their result was not properly produced, including access to appeal. The *National Careers Service Exam Results Helpline*² offers advice each year for students who have not received the results they had hoped for. 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.

² <https://www.gov.uk/careers-helpline-for-teenagers>

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

If you have a concern about a grade you have been awarded, you can ask Millom School to:

- ~~provide your centre assessed grade for a particular subject or subjects~~
- check whether an error was made when submitting your centre assessment grade and rank order to the awarding body

- raise a complaint if you feel you have evidence of bias or that you were discriminated against; you could also pass such evidence on to the awarding body who could investigate for potential malpractice
- ~~seek any information the awarding body holds in relation to how your final grade was calculated~~
- provide information about the opportunity to take an exam in the autumn series or in summer 2021

~~If you wish to make a request to access your centre assessed grade(s) for a particular subject or subjects you need to complete the request form found at the end of this document and email it to this email address: graderequest@millom.cumbria.sch.uk~~
 Centre assessed grade information will be provided to you by email after 1 week.

Arrangements for appeals

The arrangements for awarding qualifications in summer 2020 state:

Candidates can appeal their grades through their centre if they feel the process this summer was not followed correctly in their case.

A candidate can:

- ask their centre to appeal on their behalf to an awarding body if there is evidence that leads a candidate to believe:
 - the centre made an error when submitting a centre assessment grade or rank order information
 - an awarding body made a mistake when calculating, assigning or communicating a grade
- appeal against the centre's decision
 - not to seek any information the awarding body holds that would be needed for an appeal; and/or
 - not to appeal to the awarding body

A candidate cannot:

- appeal against their centre assessment grades and position in the rank order
- appeal in respect of the process or procedure used by Millom School in calculating their centre assessment grades and position in the rank order
- appeal directly in any respect to the awarding body

Certificates

Certificates, when received from the awarding body, will be issued to candidates at the school's Presentation Evening, or in the event of this being cancelled, can be collected from the school's Reception.

Internal appeals procedure

Millom School will:

- inform candidates of the arrangements for appeals prior to the issue of results and the accessibility of senior members of centre staff immediately after the publication of results by issuing this *Information for candidates – Results, Appeals and Certificates* notice/document) to students by email and parents by letter
- appeal to an awarding body on a candidate's behalf if it believes the centre itself made an error when submitting a centre assessment grade or rank order information or if it believes an awarding body made a mistake when calculating, assigning or communicating a grade
- ask the candidate to provide written informed consent (informed consent via candidate email is acceptable) before an appeal is submitted to the awarding body as the appeal could result in the final grade being lower than, higher than, or the same as the grade which was originally awarded
- only collect consent after the publication of results.
- where relevant, advise an affected candidate to inform any third party (such as a university or college) that an appeal has been submitted to an awarding body

Millom 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 centre itself made an error when submitting a centre assessment grade or rank order information or if it does not believe an awarding body made a mistake when calculating, assigning or communicating a grade

An internal appeal/complaint may be submitted to the centre where a candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision:

- not to seek any information the awarding body holds that would be needed for an appeal
- not to appeal to the awarding body

An internal appeal should be submitted by:

- Completing the school's internal appeals/complaints form, available on the school website and at the end of this document, and emailing or posting a copy to the school's Examinations Officer, Mrs M Ackerman (stackermanm@millom.cumbria.sch.uk)
- An acknowledgement will be sent to internal appeals/complaints made on or after results day that they will be responded to within a month
- A copy of the internal appeal/complaint will be sent to the relevant Head of Department with a clear deadline for response and student contact details
- The Head of Department will put together an appropriate response and will communicate the response to the student by email
- A record of this is made on the school's complaints and appeals log
- The candidate will be informed of the outcome of the internal appeal/complaint as soon as a decision has been made and in sufficient time for the centre to take any appropriate action where the internal appeal may be upheld, and within one month of the request (if on or after results day 2020).

If the internal appeal is upheld by the centre:

- the centre will request information the awarding body holds that would be needed for an appeal within the time period set by the awarding body
- where applicable, the centre will submit an appeal on the candidate's behalf to meet the awarding body's deadline for appeals
- a fee may be charged by the awarding body for a preliminary appeal

Internal appeals/complaints form

Summer 2020 awarding

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- Appeal against the centre's decision not to seek any information the awarding body holds that would be needed for an appeal
- Appeal against the centre's decision not to appeal to the awarding body

Name of appellant		Awarding body	
Candidate name if different to appellant		Qualification type Subject	

Please state the grounds for your appeal below:

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature:

Date of signature:

This form must be signed, dated and returned to the Examinations Officer, Mrs M Ackerman, on behalf of the head of centre to the timescale indicated in the internal appeals procedure (stackermanm@millom.cumbria.sch.uk)