

Appeals and Complaints for Results 2020

Important update to the Information for Candidates document issued by Millom School

Since the government's U-turn on the use of centre assessed grades for awarding final outcomes for qualifications taken by Year 11, Year 12 and Year 13 students, there are some important changes to the appeals and complaints process that we need to communicate with you.

Ofqual have clarified the following points:

For GCSEs, AS, A levels, EPQs and AEsAs

- Students cannot challenge their school or college under the appeals process on the centre assessment grades it submitted or their rank order positions.
- Students cannot appeal because their mock result was higher than the grade they were awarded.
- Students can ask their school college to check whether it made an administrative error when submitting information to an exam board, and to ask the exam board to correct any mistakes in the information it provided.
- A school or college can appeal to an exam board on a student's behalf if it believes the exam board made a mistake when it communicated their grades.
- **The deadline for appeals is 17 September.**
- Students can raise concerns about malpractice or maladministration with exam boards. Such allegations will not be subject to the deadline for appeals.

For vocational qualifications - VTQs (e.g. BTECs and Cambridge Technicals or Cambridge Nationals)

- As VTQs "come in a range of shapes and sizes", and fulfil a range of purposes, they are not all being treated in the same way and the grounds for appeal or processes for handling complaints will vary.
- However, Pearson and OCR have said that overall grades will not be moderated down from the internally assessed (coursework) unit grades teachers supplied. Updated grades will be communicated to students as soon as they are released to schools by the exam boards.
- Schools and colleges can submit an appeal on a student's behalf, or in some cases awarding organisations are accepting appeals directly from learners.

If you are not happy with your final grade, you can make an appeal or complaint to the school and we will respond to you. You need to use the appropriate paperwork in the Information for Candidates document and email the Exams Officer. However, appeals will only be upheld if the school or exam board have made an administrative error.

Please note that the appeal based on a mock grade being higher (as stated by the Department for Education) is **no longer valid** due to the government decision to issue centre assessed grades instead of moderated grades.

If you remain unhappy with your final grade then we would advise you to re-sit the examination in the autumn series. Remember that whatever your progression route (whether it's 6th form, college or apprenticeship) you will need to re-sit maths or English if you achieved a Grade 3 or lower. In English they take the higher grade of the two qualifications. So if you achieved a 3 in English Language and a 5 in English Literature, the 5 in Literature counts as a 'pass' in English so you wouldn't need to re-sit either qualification.

If you have any questions or concerns please do not hesitate to contact the school for clarification.