

Information for Candidates

Results, Certificates and Appeals

A. Centre assessment grades and rank orders

HOLY CROSS COLLEGE has submitted Centre Assessment Grades (CAGs) and rank orders to the relevant awarding bodies 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>

These CAGs may not be the same as the final grades that will be issued. To ensure fairness across the whole country, awarding bodies will 'moderate' them – i.e. put them through a standardisation process to ensure grading standards are consistent across all centres. The rank order of candidates will not be changed, however.

B. Results (final grades)

In the case of candidate online statements of results and certificates, final grades will be reported in the same way as in previous years.

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

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

C. Arrangements for Results Days

Candidates will be given access to their results via their My View page from 8 am. A majority of academic, pastoral and guidance staff will be based in College and available on the day to support students with enquiries, by phone and email. It should be remembered that some staff may not be available for health or location reasons, and in this case we will try and find another colleague who can advise you.

(In necessary cases, only if agreed in advance by senior staff, face to face support will also be available onsite, observing 2m social distancing. Students should contact their tutors by email in the first instance - or ring the general college number (0161 762 4500) if they are having difficulty getting a reply from their progress or subject tutors.)

We will not routinely be sharing CAGs or rank orders. However, students may make a Subject Access Request if they feel it is necessary to gain this information. Any member of staff can be approached, and the request will be handled centrally by the Deputy Principal.

D. Certificates

Certificates, when received from the awarding body, will be issued to candidates. Certificates for the students who have completed their studies will be posted to the candidate's home address using the Second Class Recorded Delivery postal service. Students still on roll at HOLY CROSS COLLEGE can collect their certificates from the Examinations Office. Any certificates not collected will be kept on file until such time the candidate completes their studies and posted along with the certificates issued in summer 2021.

E. Ofqual guidance

Ofqual has published a [student guide](#) for those receiving qualification results in England this summer. This guide should help students and their parents and carers understand how results have been awarded this year and where to find more information.

Ofqual has also written a [letter to all schools and colleges](#) ahead of results, giving information about the statistical standardisation process for GCSEs, AS and A levels and signposts resources for more information. The letter also outlines the approach to vocational and technical qualifications, gives information about sharing centre assessment grades, appeals, progression and the autumn series. You can access both the student guide and the letter to schools and colleges here or by going directly to the following web address: <https://www.gov.uk/guidance/your-results-what-next>

Additionally, Ofqual has updated the guidance document [Summer 2020 grades for GCSE, AS and A level, Extended Project Qualification and Advanced Extension Award in maths](#) with an expanded section on the standardisation model. It also contains additional information in relation to Subject Access Requests for personal information after results are released.

Your first port of call for advice, if needed on Results Day, should be your progress tutor, your subject tutors or our careers team in college.

The [National Careers Service Exam Results Helpline](#)² also 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>

F. Appeals

Candidates can appeal their grades through their exam centre only if they have grounds and evidence for believing the process this summer was not followed correctly in their case.

If you feel you have evidence that the process has not been followed correctly, you can ask any member of staff to liaise with the Deputy Principal, to:

- check whether an error was made when submitting your centre assessment grade and rank order to the awarding body
- raise a complaint if you have evidence of bias or unfair discrimination; (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, so this too can be checked
- (you can also of course, consult the information provided by the centre about the opportunity to take an exam in the autumn series or in summer 2021 – see section H below)

Once this information has been gathered, where appropriate, the Appeals Procedure set out below under section G can be followed, bearing in mind what can and cannot be appealed this year:

A candidate can:

- ask their centre to appeal on their behalf to an awarding body if evidence emerges that:
 - 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 is necessary to prepare an appropriate and well-grounded appeal; and/or
 - not to support a well-grounded 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 HOLY CROSS COLLEGE in calculating your centre assessment grades and position in the rank order
- appeal directly in any respect to the awarding body (unless a private candidate) – only the centre can appeal on behalf of the candidate

G. Appeals Procedure

HOLY CROSS COLLEGE will:

- publish on its website (under Latest News) this document, which includes arrangements for appeals, prior to the issue of results. (Students have all been notified to check the Latest News section of the website for updates since the beginning of Covid-19 arrangements.) Senior, teaching, pastoral and career staff will be onsite and available on the morning of Results Day. (Where this is not possible for health or other reasons, they will be accessible by email if at all possible.)

[It should be noted that there is a particular circumstance this year: the new Principal and Deputy Principal will be taking up office the Monday after Results Day. The former Principal and Deputy Principal will therefore not be handling issues after Results Day itself. It may be advisable, therefore, to direct questions on any issue that may require more time than the morning of Results Day itself, to other senior curriculum or pastoral staff (assistant principals) - or the new senior staff, allowing time for them to take up their posts. To contact any senior staff, you should contact your progress tutor or subject tutor in the first instance, and you will be referred as appropriate.]

- 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

HOLY CROSS COLLEGE 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 can be submitted to College where a candidate (or his/her parent/carer) believes there are grounds and evidence to appeal as set out above under section F above.

An internal appeal should be submitted by

- completing and submitting an **Internal appeals form (Summer 2020 awards)** [see Appendix A] to the exams office for consideration by the deputy principal **by 7 September 2020** – 7 calendar days prior to the centre’s internal deadline for submitting a request for an external appeal]

The appellant will be informed of the outcome of the internal appeal before the centre’s internal deadline for submitting a request for an external appeal.

If the internal appeal is upheld by the centre, this will result in an external appeal on the candidate’s behalf being submitted to the awarding body by the College. In this case,

- awarding body fees which may be charged for an appeal [must be paid to the centre by the appellant before the appeal is submitted to the awarding body (fees are available from the exams officer)]
- if the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

H. Opportunity to Sit Exams in the Autumn Term

There is an opportunity to sit exams in an ‘additional’ exam series in the Autumn 2020 term. The periods when exams will take place for each level (GCE/GCSE) are as follows:

5 October to 23 October GCE A Level exams
 2 November to 23 November GCSE exams

The entry deadlines for the Autumn 2020 exam series will be:

Qualification	Exam Board Deadline	College Deadline
GCE	Friday 4 September 2020	12 noon Friday 4 September
GCSE (except English and Maths)	Friday 18 September 2020	12 noon Friday 18 September
GCSE English and Maths	Sunday 4 October 2020	12 noon Friday 2 October

Applications and payment of fees must be submitted by the College deadline date using the application form available on a link on the Results Screen of a student’s My View page or by contacting the college.

Payment can be made by debit/credit card if visiting the college, or over the telephone. When paying over the telephone financial information, such as bank account details/credit card number, is securely stored and encrypted on Worldpay servers and is not accessible by any persons at the college. A £5.00 minimum payment applies.

The contact telephone to college for the Results Period is 0161 241 1680

Office hours: Thursday 20 August 2020 8 am to 12 pm
 Friday 21 August 2020 9 am to 1 pm

It is envisaged that the staff will be in college each day from Wednesday 26 August 2020, dependent on Government advice at that time in respect of the COVIC-19 pandemic.

The **Results Days for the Autumn Series** of exams are: GCE – 17 December 2020
 GCSE Maths and English – 14 January 2021
 GCSE All other subjects – 11 February 2021

APPENDIX A: Internal appeals form

Summer 2020 awards

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 necessary to prepare an appropriate and well-grounded appeal
- Appeal against the centre's decision not to support a well-grounded 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 exams officer on behalf of the head of centre to the timescale indicated in the internal appeals procedure

Complaints and appeals log

On receipt, all complaints/appeals should be assigned a reference and logged with the Deputy Principal. Outcome and outcome date is also recorded.