



Carshalton High School for Girls

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Carshalton High School for Girls Centre Policy

Appeals Process

How were my / my child's grades arrived at this year?

Grades this summer were based on Teacher Assessed Grades (TAGs). TAGs were submitted to the exam boards by us as a holistic overall assessment of students' performance in a subject, following a rigorous process of assessment, moderation and quality assurance. These grades were then approved by the relevant exam board, following external quality assurance checks.

In some cases, the TAGs we submit may be reviewed by the exam board, who may ask us to submit an alternative grade. However, any changes to the grades we submitted are being done by professional teachers or reviewers; this year no grades will be changed as a result of an algorithm.

What do I do if I'm not happy with my / my child's grade?

All students have the opportunity to appeal their grade if they meet the eligibility criteria (see below). It is important to note that an appeal may result in a grade being lowered, staying the same, or going up. So, if a student puts in an appeal and their grade is lowered, they will receive the lower mark. This is different from last year. Last year results could not go down, only up.

There is also the option to sit actual GCSE, A level and some AS levels examinations in the autumn term, which may be preferable to some students. The design, content and assessment of these papers will be the same as in a normal year. We are awaiting final details on this but the information on how to be entered into an examination will be in the results pack.

What are the grounds for appeal?

There are five main grounds for appeal, as dictated by the Joint Council for Qualifications (JCQ). They are:

- You think we have made an **administrative error**: an example of this would be inputting the wrong information into a spreadsheet.
- You think we have made a **procedural error**: this means we haven't properly followed our own process, as approved by the exam board. Every department at Carshalton High School for Girls followed the same principles that have been outlined on our website. Senior Leaders also monitored the application of our policy at 3 different checkpoints to ensure our process was being followed by departments.
- You think the **academic judgement on the selection of evidence was unreasonable**: you think the evidence used to grade you was not reasonable. Every subject sought evidence from a wide range of sources instead of one particular piece. Previous work was used if this provided further positive evidence, in the instance where it may have been to the detriment of a student previous work was not used.
- You think the **academic judgement on the grade you were given was unreasonable**.

What does 'unreasonable' mean?

'Unreasonable' is a technical term in this context, and means that no educational professional acting reasonably could have selected the same evidence or come up with the same grade. This means that just because other forms of evidence may have been equally valid to use, the selection of evidence is not unreasonable. Because of the flexibility of the approach this year, every school and college will have used different forms of evidence.

It also means that the independent reviewers will **not** remark or grade students' evidence. Instead, they will look to see whether any teacher acting reasonably could have arrived at the same grade.

What will be the outcome of an appeal?

At either stage of the appeals process (see 'What are the two stages of an appeal?' below), a student's grade may go up, stay the same, or go down. When placing an appeal, the student will have to sign a declaration saying that they accept the fact their grade may go down and they may get a lower grade than their original TAG.

What's a priority appeal?

Priority appeals will be handled more quickly than other appeals, where possible before UCAS's advisory deadline of 8 September.

Priority appeals are only open to **6th Form students starting university this autumn, who have missed out on the conditions of their firm or insurance offer.**

If you decided not to confirm a firm conditional offer and to go through clearing instead, JCQ cannot offer you a priority appeal.

JCQ cannot offer priority appeals for GCSE students unfortunately.

When making a priority appeal, students will have to include their UCAS number so it can be confirmed that it is a genuine priority appeal.

What should I do if I don't get into my first choice of university?

First, don't panic. Speak to Miss Bevan, Mrs Norman or Mr Elstone about your options. You may wish to go through clearing, or sit the autumn exams or summer exams next year to try to improve your grade.

If you are going to appeal your grade, you must let your university know you are appealing. They will then let you know whether they will hold a place for you pending the outcome of an appeal (note that universities are not obliged to hold a place for you; this is at their discretion).

What should I do before making an appeal?

Students must read the JCQ Student and Parent guide before appealing, which will be available on the JCQ website by results days.

We will not be able to offer as much advice and guidance on the likely success of an appeal this summer as we would in other years because we have already moderated and quality assured all the grades ourselves.

What are the two stages of an appeal?

All appeals, on any of the grounds above, **must first go through a centre review.** At this stage, we will check for any administrative errors, and check that our policies and procedures

were followed correctly. Our policy has already been approved by the exam boards, so we are only ensuring that we/our departments followed this properly.

The centre review will only check if there has been an administrative error or a department has not followed the school's procedures. All staff have checked for administrative errors prior to the summer holidays and we held a rigorous process of scrutiny for departments to ensure our policy was followed throughout the assessment period. However, we will investigate each centre review appeal carefully and the outcome of the centre review will be communicated to students when made.

At the centre review stage, if we find that a grade should go up or down, we will ask the exam board to change it. They will then consider this request.

Following the outcome of a centre review, students may still choose to pursue an **awarding organisation appeal**. They must fill in the form in the link below, which **we will then send** on their behalf to the exam boards. Students and parents cannot send appeals directly to the exam board themselves – it must come from us.

The outcome of the awarding organisation appeal will be communicated to students when made.

How do I make an appeal?

Following results days, students should fill in the JCQ form [here](#) and send it to the email address (examappeals@chsqa.org.uk) for both a centre review and an awarding organisation appeal.

Please be reminded that a centre review must take place before an awarding organisation appeal, so please do not send both at the same time.

Exam boards will reject awarding organisation appeals if a centre review has not taken place.

What are the deadlines for priority appeals?

The deadline for requesting a **priority appeal** is 12pm on 16 August (students cannot appeal before results day on 10 August).

We will attempt to complete the centre review by 20 August*. If students wish to progress this to an awarding organisation appeal, they must send the completed form to us by 12pm on 23 August for priority appeals.

Awarding organisations will aim to have a finalised decision within 42 working days of their receipt of an appeal.

Priority appeal students **MUST** include their UCAS ID on the appeals form. Priority appeal students must also notify their higher education place that they have submitted a priority appeal so they can decide how to handle the offer.

*At both stages of the appeals process, there may be the need for specialist, expert knowledge (e.g. subject teachers, SEND knowledge). This may not be possible in August. In such cases, we may have to wait until the start of term, but priority appeals will still be treated as a priority.

What are the deadlines for non-priority appeals?

Non-priority appeals are any A levels, GCSEs or BTEC qualifications, where a firm or insurance university place is not pending.

The deadline for submitting a centre review is 12pm on 3 September (we will have all centre reviews completed by 10th September); and the deadline for submitting an awarding organisation appeal is 12pm on 16th September.

Awarding organisations will aim to have a finalised decision within 42 working days of their receipt of an appeal. Appeals received after these dates may still be considered.

You know my / my child's grades. Why can't you tell us? What if you know we haven't met our university conditional offer?

We are forbidden from disclosing the final Teacher Assessed Grades to any third party, including students and parents, until results days. Any teacher or member of staff who does this is committing exam malpractice.

During the external quality assurance process taking place in June or July, our submitted TAGs may be moved up or down (although this will always be done through human agency, not by an algorithm).

We only know what a student's conditional offer is if they have chosen to share that information with us. It has not formed part of our objective grading of students. Where we do know this information, we must not let students know their submitted TAGs, even if they haven't met the conditions of their offer.