

Appeals Policy and Procedure (Students) 2020-21

Appeals Policy and Procedure

Student Guide to Appeals for GCSEs 2020-21

The West Herts College Group (WHCG) is committed to providing high quality teaching, learning and assessment that meet the required academic and awarding body standards. All assessments are carried out according to the principles of openness, validity, reliability, access and transparency. The Academic Appeals Policy and Procedure for 2021-21 has been amended to take account of the changes to assessment for the summer 2021 series.

The WHCG policy and procedure takes account of the Joint Council for Qualifications (JCQ) guide for awarding GCSE qualifications in 20/21 and allows a student to lodge an appeal. JCQ have published a helpful guide for students, parents and guardians explaining how student grades will be determined and what the student can do if they believe that an error has been made in determining their grade [JCQ-Guidance-for-Students-and-Parents-on-Summer-2021.pdf](#).

The appeals process is detailed below, and we recommend that students read this in conjunction with the relevant sections of the JCQ guide.

Results

The qualification results will be released on the following dates and sent directly to students.

- 10 August 2021 – Level 3 VTQ results day
- 12 August 2021 – GCSE and relevant Level 2 VTQ results day

GCSE Assessment

Teacher Assessed Grades (TAGS) have been used for all GCSE grades. The Teacher Assessed Grades were determined by the staff at the College and are based upon a range of evidence. TAG grades do not take into account a student's potential and are a snapshot of the standard that the student is performing at, based upon evidence. The grades go through several checks and stages, including internal moderation and administrative checking, before submission to the exam boards, followed by further quality assurance by Awarding bodies.

GCSE grades appeals process

Appeals for GCSE qualifications follows a 2-step process. It is important to note that students will have one opportunity to submit their appeal in accordance with process and timeline stated within this policy.

Stage 1: A Centre review

If a student thinks they have not been issued with the correct grade, they can appeal to the College. For an appeal to be supported the College will review if:

- An administrative error has been made, e.g., mixing up of names and grades
- A procedure was not applied correctly, e.g., internal quality assurance was not undertaken or carried out correctly.

Stage 2: An appeal to the exam board

If a student does not think that they have been awarded the correct grade after the review, they can ask the College to appeal to the exam board, who will review whether

- The College made an unreasonable judgement in the choice of evidence used to determine the grade and /or the determination of your grade from that evidence. A judgement will not be unreasonable if a student simply disagrees with the grade, even if the student puts forward supporting evidence. Individual assessments will not be remarked, and the review will take a holistic approach based upon the overall evidence.
- The College did not apply a procedure correctly.
- The exam board made an administrative error.

At **both** stages of the process students will need to submit their appeal to the College and give their written consent to conduct the appeal or submit the appeal to the exam board on their behalf.

A student's grade can go **down, up** or **stay the same** through either stage of the process.

If a student wishes to submit an appeal, they should download a Student Request Form from this [link](#). For a Stage 1 review, please complete **Part A** of the form only. For a Stage 2 review, you must have submitted and received the outcome of a Stage 1 review.

Please complete Stage 2 on the same form. The form for both Stage 1 and Stage 2 reviews should be emailed to qualifications@westherts.ac.uk or qualifications@barnfield.ac.uk.

The centre number for West Herts College 17649 and 15217 for Barnfield College. A student's candidate number can be found on your results slip.

If a student would like to be sent a copy of the form or would like to discuss completion, they should contact exams@westherts.ac.uk.

Appeal Timeline

Priority appeals (10 August to 7 September) – those where a university place is dependent on the appeal outcome

- 10 August to 16 August: student requests centre review
- 10 August to 20 August: centre review
- 11 August to 23 August: centre submit appeal to exam board

Non-priority appeals (10 August to end of October) – this will be the majority of appeals

- 10 August to 3 September: student requests centre review
- 10 August to 10 September: centre review
- 11 August to 17 September: centre submit appeal to exam board

Appeal deadlines

The deadline for a Stage 1 appeal is 3 September.

The College is required to submit a Stage 2 appeal to the exam board by 17 September, therefore the College deadline for a Stage 2 appeal is **15 September**

Student Guide to appeals for Vocational and Technical Qualifications 2020-21

This guide is to inform students about the appeal process for vocational and technical qualifications for Summer 2021.

The majority of qualification grades will be awarded on the dates below:

10 August 2021 – Level 3 VTQ results day

12 August 2021 – GCSE and relevant Level 2 VTQ results day

Vocational and Technical grades appeals process

Teacher Assessed Grades (TAGs) are being used for some Vocational and Technical qualifications. The Teacher Assessed Grades were determined by the staff at the College and were based upon a range of evidence, outlined in specific awarding body guidance.

The qualification grades are not based on a student's potential but are a snapshot of the standard at which the student was performing and are solely based upon evidence drawn from completed work and assessments.

The qualification grades go through several stages, including moderation and administrative checking, before submission to the awarding organisations, followed by further quality assurance by Awarding bodies.

Appeals follow a 2-step process, and it is important to note that students will have one opportunity to submit their appeal in accordance with process and timeline stated within this policy.

Stage 1: Centre Review

If a student thinks they have not been issued with the correct qualification grade, they can appeal to the College. The College will review in accordance with the relevant awarding organisation guidelines and take any necessary appropriate action, informing you of our decision.

Stage 2: Appeal to the Awarding Organisation

If a student does not think that they have been awarded the correct qualification grade after the review, they can ask the College to appeal to the awarding organisation. The College will then investigate whether further action is required.

At both stages of the process, the student will need to submit their appeal to the College and give their written consent to conduct the appeal. This may include authorisation to submit the appeal to the awarding organisation on the students' behalf.

A student's qualification grade can go **down, up or stay the same** through either stage of the process.

If a student wishes to submit an appeal, they should write to the college at qualifications@westherts.ac.uk or qualifications@barnfield.ac.uk and clearly indicate the basis of their appeal. If a student is unclear about the specificity of their appeal, they can refer to the individual awarding organisation's website. The link to Awarding Organisations policies can be found here [VTQ awarding organisation appeals and complaints links - GOV.UK \(www.gov.uk\)](#).

The centre number for West Herts College Group is 17649 and your candidate number can be found on your results slip.

If a student would like support in how to make an appeal, they should contact exams@westherts.ac.uk.

Appeal Timeline

Priority appeals - Deadline within 7 days of receipt of results

Priority appeals are for cases where a student has not attained their firm Higher Educational Institute offer or where the student has an apprenticeship place pending the outcome of the appeal.

Please note, the final deadline for priority appeal submission to the awarding organisations (via the college) is 23rd August 2021.

Non-Priority Appeal deadlines - The deadline for a Stage 1 non-priority appeal to the college is **5th September 2021**.

The final deadline for non-priority appeal submission to the awarding organisations (via the college) is **17th September 2021**.

