



26th July 2021

Dear students,

Information for Students and Parents for Appeals Process.

On results day (Thursday 12th August), you will receive a candidate statement of results (results slip). Despite the grades being an exam board moderated centre assessed grade, they will be reported in the same way as in previous years.

Arrangements for results days

We are currently planning for you to collect your results from the Assembly Hall from 9:00 a.m. until 11:00 a.m. Please only access the building through the fire exit doors. You will be asked to queue at a suitable social distance and will be let in one at a time. There will be a one-way system in place so that once you have collected your results you can take them and open them outside at the front of school. We will ask parents/carers and friends to remain outside at the front of school. If public health measures change such that we need to amend the arrangements, we will send communication a couple of days before; please ensure you check your school email for this information. You will also be able to collect your Leavers' Hoody and your Yearbook.

If you do not wish to collect your results, or are unable to, they will be emailed to you between 11:00 a.m. and 1:00 p.m. on results day. If you require someone to collect them on your behalf, you will need to email exams@tiverton.devon.sch.uk with the details of that person, who will need to bring identification with them. Only you can authorise this.

If you require support and guidance on the next steps in your education there will be school staff and college advisers available to chat to, whatever your plans are for the future. If you have any text books or any school resources, please can you bring them with you so you are able to return them.

What to do if you have concerns or questions about your grades:

It is important to remember that Tiverton High School has determined the centre assessed grades in accordance with the JCQ guidance and has submitted these grades to the relevant awarding organisation by the required deadline. These have then been subject to scrutiny and moderation by the relevant exam boards. The government have set out a clear process to go through. If you believe that there is a mistake with your results Ofqual (The Office of Qualifications and Examinations Regulation) have produced a detailed student guide to the appeals process which can be found here [Ofqual Student Guide](#). Set out below is a summary of the key points;

The process of awarding your grades

- Your grades were determined by teacher judgement, with grades signed off by your Head of Department and Mrs Crook before being submitted to the exam board.
- They were not graded by an algorithm (a computer 'model').
- You were only assessed on what you've been taught.
- All teachers received training and guidance on how to award grades.
- A range of evidence was used, such as mocks, tests, assessments and work you have already done, including non-exam assessment (often known as coursework). Art & Design grades are based only on your portfolio.
- You can find a more detailed list of the assessments that were used to determine each of your grades here [List of Assessment Grades](#).
- If you are entitled to 'reasonable adjustments' those have been made.
- If you applied for 'Special Consideration' your application was considered and taken in to account where appropriate.
- The guidance provided by JCQ (Joint Council for Qualifications) and Ofqual was followed when determining your grades, and incorporated in to our '*Centre Policy for determining teacher assessed grades in Summer 2021*' which can be found here [Centre Policy](#).
- The exam boards have checked that the correct procedures were in place.

- Exam boards have taken a sample of work to check that academic judgements have been reasonable when deciding grades.

The appeals process

There are two stages to the appeals process:

- **Stage 1 - centre review**
- **Stage 2 - appeal to the awarding organisation**

It is important to note that the outcome of either stage of the appeal process may result in your grade remaining the same, being lowered or raised. Once a finding has been made you cannot withdraw your request for a centre review or appeal. If your grade has been lowered, you will not be able to revert to the original grade you received on results day.

Stage 1: Centre Review

If you think your grade is wrong, you should first complete a 'Student Request Form for Centre Reviews and Appeals to Awarding Organisations' which can be found here [Student Request Appeal Forms](#). Please complete the form, including a signature and date and attach to an email sent to GCSE2021@tiverton.devon.sch.uk. **The deadline for this request is Monday 23rd August.** We will check whether there has been a mistake in determining or submitting the grade and complete 'Section B - Centre review outcome' of the form. We will notify you of the outcome by Monday 30th August. If we identify a mistake we will submit a revised grade to the exam board to consider.

Stage 2: Appeal to the Awarding Organisation.

If there has been no mistake but you still believe that your grade is wrong, you can ask us to submit a formal appeal to the exam board for you. To proceed, you must complete the 'Stage two – appeal to awarding organisation' section of the form, including signature and date. The form should be saved and returned as an email attachment to GCSE2021@tiverton.devon.sch.uk. **The deadline for this is Monday 6th September.** You can only ask us to appeal to the exam board if you have gone through Stage 1. You can appeal for any of the following reasons:

- I. There was an error in the way we followed or applied our procedure for determining your grade
- II. We did not make a reasonable judgement when deciding which evidence to use to determine your teacher assessed grade
- III. We did not make a reasonable judgement about your grade based on the evidence gathered

Key Points about an appeal

- **Please note - The awarding organisation will not be able to consider an appeal that is based solely on differences of opinion - if you want to improve your grade, you may want to consider entering for the Autumn exam series.**
- When your appeal is submitted, you will need to explain why you think your result was incorrect and should be changed
- The Awarding Organisation will consider whether we followed our written process, and review the evidence your grade was based on and consider if your grade needs correcting. They may do this if they believe your grade is not a reasonable judgement or they find a mistake in the procedure which affected your grade.
- **It is important to understand that a corrected grade could be higher or lower than the grade you were given on results day.**
- The awarding organisation will determine the grade at appeal and the outcome will be final.
- There is no further opportunity to appeal the outcome to the awarding organisation.
- The awarding organisation's appeal outcome letter will be provided by email to the student by Tiverton High School as soon as reasonably practical after the outcome letter from the awarding organisation is received in the centre.
- Should the student still remain concerned that their grade was incorrect, they may be able to apply for a procedural review. The appeal outcome letter will include the next appropriate steps, where applicable, to apply for a procedural review to the Exam Procedures Review Service (EPRS).
- Exam boards will be offering exams in November and December for all GCSE subjects.

Can I take the exams in the autumn?

Even if your results aren't what you were hoping for, you might still be able to move on as you had planned. If this is the case, this is likely to be the best option for you. You need to consider what impact doing retakes will have on your progression to the next stage and whether doing the additional revision alongside the work you will be doing will be worth it.

The dates for the autumn series of exams are scheduled from 1st November to 3rd December. If you do wish to take the exams you should inform the school by emailing exams@tiverton.devon.sch.uk by Thursday 30th September. The latest date that the school can make an entry for you for the autumn term is Monday 4th October.

Help and support

1. Contact exams@tiverton.devon.sch.uk where your queries will be sent to the appropriate person.
2. Contact the college you are intending to take up a place with in September:

- **Petroc**

GCSE Results day

Zoey Arthurs from Petroc will be onsite at THS on GCSE results day

For general enquiries or advice over the summer:

Email: heather.cox@petroc.ac.uk

Phone: 01271 852402/ 852401

- **Exeter**

GCSE Results day

A College Adviser will be onsite at THS on GCSE results day

GCSE results helpline: 01392 400555

For general enquiries or advice over the summer:

Email: cat@exe-coll.ac.uk

Phone: 01392 400600

- **Huish**

GCSE Results day

No onsite presence at THS on GCSE results day

An adviser will be available on: 01823 320800

For general enquiries or advice over the summer:

The College Admissions Team will be available over the summer. If students have any queries throughout the holidays, they can email admissions2@richuish.ac.uk.

- **Bicton**

GCSE Results day

No onsite presence at THS on GCSE results Day.

A live chat function will be available - the link will be on the website <https://www.bicton.ac.uk/>

Customer Care team: 0330 123 4781

For general enquiries or advice over the summer:

A Transition Day is being planned and all applicants will be contacted

For general enquiries or advice over the summer:

A college adviser will be available throughout the summer to show around parents and students if required. Phone :01395 562423

BTC – Bridgwater and Taunton

Telephone: 01278 455464

Email: info@btc.ac.uk

3. Contact the Exam Results Helpline from the National Careers Service to speak to a professionally qualified careers adviser for advice on next steps. 0800 100 900 nationalcareers.service.gov.uk Lines open from 8am to 10pm, 7 days a week. Calls are free from landlines and most mobiles.
4. Contact the Ofqual student support phone line if you want to find out more about how you were graded, the autumn exams series, how to make an appeal or how to raise a concern about bias or discrimination. 0300 303 3344 gov.uk/ofqual Lines open from 9am to 5pm weekdays, with extended hours and weekends during results week. Wee website for information. Calls charged at your standard network rate.
5. Contact the exam board to progress a complaint if you think you have evidence of malpractice.
 - AQA 0800 197 7162 www.aqa.org.uk
 - OCR 01223 553 998 www.ocr.org.uk
 - Pearson 0345 618 0440 www.pearson.com
 - WJEC Eduqas 029 2105 5443 www.wjec.co.uk

Key Dates

Thursday 12 th August	Results Day.
Thursday 12 th August – Monday 23 rd August	Window for students to submit a request for a Centre Review.
Monday 23 rd August – Friday 27 th August	Centre Reviews processed and students notified of outcomes.
Friday 27 th August – Monday 6 th September	Window for students to submit a request for an Awarding organisation Appeal.
Friday 13 th September	Deadline for Centre to submit appeals to Awarding organisations.
Thursday 30 th September	Deadline for students to contact school regarding for Autumn Series entries.
Monday 4 th October	Deadline for school to make entries for Autumn Series entries.