



Glenlola Collegiate

Policy for Post-Results Service: Summer 2021

Adopted by Board of Governors on 23.6.21

Issued to staff on 28.6.21

1. Statement of Intent

The purpose of this policy is:

- to provide an overview of the Post-Results Service for Summer 2021 in the context of the guidance issued by CCEA, '*CCEA Post-Results Service, Process for Heads of Centre – Summer 2021*' and JCQ, '*A guide to appeals process Summer 2021 series*';
- to ensure that all staff involved in the process know, understand and can carry out their roles effectively;
- to ensure pupils understand the Post-Results Service, the Centre's role and the role of the awarding organisation (AO); and
- to provide relevant timelines to ensure the successful completion of internal processes so as not to hinder the progress of any pupil to the next phase of their education.

It is the responsibility of everyone involved in the Post-Results Service within Glenlola Collegiate to understand and implement this policy. This Post-Results Service Policy is in line with CCEA's '*Post-Results Service, Process for Heads of Centre – Summer 2021*' and other relevant guidance provided by CCEA in relation to its Post-Results Service as well as JCQ's guidance including '*A guide to appeals process Summer 2021 series*.' Key staff will familiarise themselves with all relevant documents.

2. Process Overview

There are two stages to the Post-Results Service; pupils must commence with Stage 1 and may then progress on to Stage 2. The two stages are:

- **Stage 1** - A Centre Review, conducted by Glenlola Collegiate
- **Stage 2** – An Appeal to CCEA Awarding Organisation, submitted by Glenlola Collegiate on behalf of a pupil and completed by CCEA.

Stage 1 – Centre Review conducted by Glenlola Collegiate

For full details refer to '*CCEA Post-Results Service, Process for Heads of Centre – Summer 2021*'.

In summary, any pupil who was awarded a Centre Determined Grade (CDG) by Glenlola Collegiate in summer 2021 is permitted to submit a request for a Centre Review. Glenlola Collegiate will conduct a Centre Review for any pupil who makes a written request. To help pupils decide whether to request a Centre Review Glenlola Collegiate will redirect pupils to the following information:

- the centre CDG policy;
- the sources of evidence used to determine the CDG, including any marks and/or grades;
- whether special circumstances were considered in determining their grade.

All requests for a Centre Review must be made directly to Glenlola Collegiate using the relevant form provided by CCEA/JCQ. A pupil may request a Centre Review if they consider:

- 1) Glenlola Collegiate made an administrative error in relation to their grade; and/or
- 2) Glenlola Collegiate did not follow its procedure in arriving at the CDG as outlined in the School's CDG Policy.

If a pupil wishes to submit an appeal on the ground of academic judgement (unreasonableness), this will only be considered by CCEA at Stage 2. To enable a pupil to move to this stage, a Centre Review must first be completed by Glenlola Collegiate to ensure there have been no administrative errors and that procedures have been followed.

Pupils may submit a priority Centre Review if a place at a Higher Education Institution is dependent on the outcome.

Determining the Outcome of a Centre Review

All Centre Reviews will be completed using the form provided by CCEA/JCQ and will be retained by Glenlola Collegiate to be submitted to the exam board should a pupil decide to request a Stage 2 Appeal.

In order to determine the outcome of a Centre Review, the member of staff conducting the review will have access to the following records and will consider:

- a) the reason presented by the pupil for the review where this has been specified;
- b) the school's approved CDG Policy and whether it was followed;
- c) the evidence which was used to determine the grade (although the reviewer will not be assessing or re-marking this evidence);
- d) any relevant assessment records that detail amendments to the range of evidence for the pupil and, where applicable, the steps taken to address any known mitigating circumstances or approved access arrangements;
- e) the records of the quality assurance processes and whether these were followed in determining the grade;
- f) relevant school administration records; and
- g) any other documentation the reviewers feel is necessary to process the review.

In cases where an administrative or procedural error is identified, the member of staff completing the review will decide whether a grade change is required; this may require input from the Head of Department or subject teacher. **The outcome of any Centre Review completed by Glenlola Collegiate may be that the grade goes down, goes up or stays the same.**

Reporting the Outcome of a Centre Review

If a grade change is considered to be required, Glenlola Collegiate will submit an error correction request to the relevant exam board as soon as possible.

Glenlola Collegiate will provide the pupil with an outcome letter using the template provided by CCEA/JCQ. This will include:

- whether or not the review found a procedural failure or administrative error;
- if it did, what that error or failure was;
- the reason for the error;

- whether there was a grade change and, if so, what the new grade is;
- a reason for the grade change, or lack of change; and
- information on the next steps if a pupil wishes to submit an appeal to the relevant exam board.

A record of the outcome of all Centre Reviews will be retained to be submitted to CCEA/JCQ should a pupil decide to request a Stage 2 Appeal to CCEA Awarding Organisation.

Stage 2 – Appeal to CCEA Awarding Organisation

Whether or not an administrative or procedural error was found through the Centre Review, and whether or not the grade changed as a result, all pupils have the right to submit an Appeal to the relevant exam board as the next stage in the process. Where requested by the pupil, Glenlola Collegiate will submit such appeals on the pupil's behalf and include the following as required:

- CCEA/JCQ submission form completed by the pupil;
- Evidence used to determine the CDG; and
- Completed Candidate Assessment Record, or similar, for the pupil.

Glenlola Collegiate will submit any request for an Appeal to the exam board from a pupil upon the conclusion of a Centre Review. Glenlola Collegiate will have a process in place to communicate the outcome of the Appeal to CCEA Awarding Organisation to the pupil upon completion.

3. Roles and Responsibilities

Glenlola Collegiate will:

- Have appropriate arrangements in place to conduct a Centre Review in line with CCEA/JCQ guidance;
- Ensure that a transparent process is in place so that pupils and parents understand the steps in a Centre Review;
- Complete a Centre Review if requested by a pupil, checking for any administrative errors and/or procedural failures;
- Decide if a grade change is considered to be necessary having completed the Centre Review;
- Make a request to the relevant exam board for any changes considered to be necessary to CDGs;
- Submit any requests for an Awarding Organisation Appeal;
- Communicate the outcome of any Centre Review and/or Awarding Organisation Appeal to pupils;
- Retain records of all completed Centre Reviews, to be submitted to the relevant exam board should a pupil decide to request a Stage 2 Awarding Organisation Appeal; and
- Provide guidance and pastoral support to pupils at each stage of the process, as required.

Glenlola Collegiate will also carefully consider the requirements of their centre policies, particularly in relation to the separation of duties and personnel to ensure fairness in reviews and appeals.

The Board of Governors is responsible for approving the policy.

The Principal has overall responsibility for Glenlola Collegiate as an examinations centre and will ensure the roles and responsibilities of all staff are defined. The Principal may complete Centre Reviews and/or may delegate this responsibility to another member of the centre staff. The Principal is required to sign-off the outcome of any Centre Review. The Principal should communicate the outcome of any Stage 1 Centre Review or Stage 2 Appeals to the relevant exam board to pupils.

The Senior Leadership Team will support the Principal in completing Centre Reviews. They may undertake a support function to pupils in the completion of any required paperwork or provide advice on the submission of review requests.

The Examinations Officer will submit any Stage 2 Appeal to the relevant exam board through the portal, or delegate this responsibility to another member of school staff. The Examinations Officer or a delegated member of staff will submit any error correction requests to the relevant exam board, should it be considered that a grade change is required.

Heads of Subject and subject teachers may be required to provide expert opinion on whether or not a grade change is required should an administrative error or procedural failure be identified through a Centre Review.

4. Timelines and Dates

The deadline for submission of priority (A2) Stage 2 Appeals to the relevant exam board, where a place at a higher education Institution is on hold, is **23 August 2021**.

In order for Glenlola Collegiate to meet the above deadline for submission, any requests for a priority Centre Review, where a place at a higher education Institution is dependent upon one or more of the Centre Determined Grades, must be submitted no later than **13 August 2021**.

The deadline for submission of all other Stage 2 Appeals to the exam boards is **17 September 2021**.

In order for Glenlola Collegiate to meet the above deadline for submission, all other requests for a Centre Review must be submitted no later than **20 August 2021**.

5. Conflicts of Interest

To protect the integrity of the process, staff must declare any potential conflicts of interest to the Principal. An example of a conflict could include conducting a Centre Review for a family member or close friend. The Principal will take the appropriate actions to manage any potential conflicts of interest arising with centre staff.