



John Masefield High School

Summer 2020

**Information for Candidates:
Results, Appeals and
Certificates process**

August 2020

Results and Appeals

Centre assessment grades and rank orders

John Masefield High School:

- will not divulge provisional (centre assessment) grades, nor rank orders, with candidates or parents/carers before the issue of results
- understands that any inappropriate disclosure of centre assessment grades and rank order information before the issue of results will be investigated by awarding bodies as potential malpractice
- Students may request to know the Centre Assessment Grade submitted to the Exam Board by JMHS following the release of results by completing the online form (details in Results envelope and Student Intranet).

Final grades

John Masefield High School will:

- issue results in accordance with the centre's *Information for Candidates - Results, Appeals and Certificates* document. It is intended that subject to guidance from the Government at the time, candidates will collect their results in person from school on the designated Results Days.
- Provide guidance on how to access information provided by the Exam Boards, JCQ and Ofqual to support candidates and parents/carers in understanding the grades awarded. This will be provided in the candidate's Results envelope.
- signpost candidates (and parents/carers) to information provided by key stakeholders at the time final grades are issued to support their understanding of the grades awarded.

Arrangements for results day(s)

John Masefield High School will:

- organise results day(s) and inform candidates of the arrangements in place for the collection of/access to their results
- ensure senior members of centre staff are available/accessible to candidates with whom a result/results may be discussed
- prepare information for candidates showing their options if they have concerns about their results
- signpost candidates to relevant Ofqual and/or awarding body information that sets out how their grades were calculated this year and the options available if they believe their result was not properly produced, including access to appeal

Arrangements for appeals

John Masefield High School will:

- follow information provided by awarding bodies to determine the grounds on which an appeal can be made on behalf of a candidate, or candidates
- make candidates aware of the arrangements in place for Initial Reviews and Appeals prior to the issue of results by issuing a communication outlining the processes as soon as the details are confirmed by the Exam Boards

- provide candidates with a statement of the arrangements promptly when requested
- seek any information the awarding body holds in relation to how final grades were calculated if there is a concern about any results
- submit a request for an Initial Review to the awarding body on behalf of a candidate or candidates where it is believed:
 - the centre itself made an error when submitting centre assessment grade or rank order information to the awarding body and has supporting evidence that confirms an error was made (and will submit its supporting evidence at the earliest stage and explain why data which the Head of Centre declared to be accurate is now considered incorrect)
 - the awarding body made a mistake in the operation of the standardisation model where the wrong data was used to calculate results
 - the awarding body made an administrative error in the issuing of results
- collect consent from a candidate before any appeal is submitted to the awarding body

Internal appeals procedure

John Masefield High School will provide a process for a candidate to appeal against any decision the centre may make:

- not to seek from the awarding body any information the awarding body holds that would be needed for an appeal; and/or
- not to appeal to the awarding body

How centre assessment grades and rank orders were determined

To respond to any queries, challenges or internal appeals from a candidate (or their parent/carer) John Masefield High School will follow the school's Concerns and Complaints Policy and Procedure which can be found on the JMHS website <https://www.jmhs.hereford.sch.uk/about-us/policies/>

Reference publications

Ofqual

[Awarding qualifications in summer 2020](#)

[Decisions on exceptional arrangements for assessment and grading in 2020](#) GCSEs, AS, A levels, Extended Project Qualifications and the Advanced Extension Award in maths

[Decisions on exceptional arrangements for assessment and grading in 2020](#) Vocational, technical and other general qualifications

[Extraordinary regulatory framework: General Qualifications, COVID-19 Conditions and Requirements](#)

[Extraordinary regulatory framework: VTQ, Covid-19 Conditions and Requirements](#)

Information for Candidates

Results, Appeals and Certificates

Centre assessment grades and rank orders

John Masefield High School has submitted provisional (centre assessment) grades and rank orders to the relevant awarding body 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>

For the reason of fairness, awarding bodies are putting these grades through a standardisation process to ensure grading standards are consistent across all centres. The rank order of candidates will not be changed but the final grades candidates receive may be different to the centre assessment grade.

Final grades

On candidate statements of results (results slips) and certificates, final grades will be reported in the same way as in previous years.

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

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

Arrangements for results days

Unless national or local circumstances change, we now plan to open the school to allow students to collect their exam results in person. It is important to emphasise that our plan aims to make everyone's safety a priority whilst still enabling us to provide results in a manner that is as close as possible to previous years.

If circumstances change we will notify you with alternative arrangements.

If displaying symptoms of Coronavirus on results day, please do not come to school to collect results. Please contact the Exams Officer who will make arrangements to email your child's results.

Y13 Results will be issued to candidates in school on Thursday 13 August.

Students with surnames beginning A to C

Between **9 am and 9.30 am only**, please go to the **Sixth Form Centre** where entry will be via the main doors.

Students with surnames beginning D to L

Between **9.35 am and 10.05 am only**, please go to the **Sixth Form Centre** where entry will be via the main doors.

Students with surnames beginning M to W

Between **10.10 am and 10.40 am only**, please go to the **Sixth Form Centre** where entry will be via the main doors.

We will only allow **students** to enter the building to sign for, and collect their results envelope. Entry to and from the school will be carefully managed by school staff.

We very much hope that their results support the next stage in their journey and that they can move on confidently and smoothly from John Masefield Sixth Form. The Sixth form Team will be available if students need support or advice, otherwise, regrettably, we need to ask students and parents to leave the school site immediately after results have been collected.

Please make every effort to collect results at the appointed time. We cannot guarantee to make results available at other times on the morning of 13 August.

Y11 Results will be issued to candidates in school on Thursday 20th August.

Students with surnames beginning A to C

Between 9 am and 9.30 am only, please go to the school **Sports Hall** where entry will only be via the external doors. There will be no access through, or to, the Leisure Centre.

Students with surnames beginning D to H

Between 9.35 am and 10.05 am only, please go to the school **Sports Hall** where entry will only be via the external doors. There will be no access through, or to, the Leisure Centre.

Students with surnames beginning I to P

Between 9 am and 9.30 am only, please go to the entrance to the school near the **Theatre/Dance Studio**.

Students with surnames beginning R to W

Between 9.35 am and 10.05 am only, please go to the entrance to the school near the **Theatre/Dance Studio**.

We will only allow students to enter the building to sign for, and collect their results envelope.

At each location, entry to and from the school will be carefully managed by school staff.

Students enrolling in John Masefield Sixth Form, after collecting their results, will be guided to an area where information about starting in September will be given; subjects will be confirmed and any questions that students may have can be asked.

Immediately after collection, some students will be asked to accompany a member of school staff to a different location in the school for a short meeting to discuss their results and possible next steps. Parents/carers are welcome to attend that meeting, which will be socially distanced. In some cases, an arrangement to contact a student/parent by phone will be made immediately after the student's results have been collected.

Regrettably, we need to ask all other students and parents to leave the school site immediately after results have been collected. We understand that this is disappointing but, again, we hope you appreciate that this is to try to ensure everyone's safety. Staff will be present to direct students and parents/carers to and from the correct location.

Please make every effort to collect results at the appointed time. We cannot guarantee to make results available at other times on the morning of 20 August.

If you are unable to attend school on Results days

If your child would prefer to receive results via email, please contact exams.officer@jmhs.hereford.sch.uk

by Friday 31 July so that arrangements can be made. We are only able to email results to your child's school email address. It is therefore essential that, if they have forgotten their email address or password, they contact the school at it@jmhs.hereford.sch.uk **before Friday 17 July or between Monday 10 and Wednesday 12 August.**

Emails will be sent at 10am.

If you have any questions about these arrangements, please contact the exams office at exams.officer@jmhs.hereford.sch.uk

Concerns about your results

At results time, Ofqual will be providing information for students that sets out how their grades were calculated this year and the options available if they believe their result was not properly produced, including access to appeal. The *National Careers Service Exam Results Helpline*² 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>

Awarding bodies will also likely provide information for students about results. John Masefield High School will signpost you to any relevant information at results time.

If you have a concern about a grade you have been awarded, there will be a document in your Results envelope outlining the options for your next step. If you are not sure what to do when you have read this document, please speak to one of the Exams Team or Senior Leadership Team on the day. The document will tell you what to do to if you want to:

- check whether an error was made when submitting your centre assessment grade and rank order to the awarding body
- seek any information the awarding body holds in relation to how your final grade was calculated
- provide information about the opportunity to take an exam in the autumn series or in summer 2021
- raise a complaint with using the schools Concerns and Complaints Policy and Procedure (<https://www.jmhs.hereford.sch.uk/about-us/policies/>) if you feel you have evidence of bias or that you were discriminated against; you could also pass such evidence on to the awarding body who could investigate for potential malpractice

Arrangements for appeals

The arrangements for awarding qualifications in summer 2020 state:

Candidates can appeal their grades through their centre if they feel the process this summer was not followed correctly in their case.

A candidate can:

- ask their centre to appeal on their behalf to an awarding body if there is evidence that leads a candidate to believe:
 - 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 would be needed for an appeal; and/or

- not to 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 John Masefield High School in calculating their centre assessment grades and position in the rank order
- appeal directly in any respect to the awarding body

Certificates

Certificates, when received from the awarding bodies during November, will be available for candidates to collect from Reception. Candidates will receive a letter confirming when certificates are available for collection.

Internal appeals procedure

John Masefield High School will:

- ensure senior members of staff are available on Results day to discuss concerns with students.
- 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.
- refer students to the JMHS Concerns and Complaints Policy and Procedure (<https://www.jmhs.hereford.sch.uk/about-us/policies/>) if they are not happy with the decision to not appeal on behalf of the student.
- 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

John Masefield High School 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 may be submitted to the centre where a candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision:

- not to seek any information the awarding body holds that would be needed for an appeal
- not to appeal to the awarding body

An internal appeal should be submitted by using the Concerns and Complaints Policy and Procedure (<https://www.jmhs.hereford.sch.uk/about-us/policies/>).

This internal appeal will be reviewed and concluded in sufficient time for JMHS to meet the 17th September Exam Board deadline for requesting Initial Reviews, if the appeal is upheld.

If the internal appeal is upheld by the centre:

- JMHS will request information the awarding body holds that would be needed for an appeal within the time period set by the awarding body.
- JMHS will submit an appeal on the candidate's behalf to meet the awarding body's deadline for appeals
- JMHS will inform students of any fees that will apply when requesting an Initial Review or Appeal. These are tbc by the Exam Boards.