



INFORMATION FOR CANDIDATES

Summer 2021 Results, Appeals and Certificates

“The Governors of Greenbank High School are committed to safeguarding and promoting the welfare of children and young people at every opportunity and expect all staff and volunteers to share this commitment”

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Greenbank High School has determined grades in accordance with the JCQ guidance¹ and has submitted these grades to the relevant awarding organisation by the required deadline.

To support your understanding, please refer to the JCQ [Student guide to awarding: summer 2021](#)², which tells you how you will get your qualifications in summer 2021 and where you can get more information.

1. Results

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

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

Date	Qualification type
12/08/2021	GCSE and other Level 1/2 qualifications

2. Arrangements for results day(s)

Results will be available to collect from 9:00am from the Sports Hall for Year 11 and 11:00am for Year 10. Dependant on public health measures still in place at the time of results day the school will adhere to Government guidelines. On results day the Examinations Officer and Senior Leadership Staff will be available with whom results may be discussed.

3. Concerns about your results

When you receive your results, if you think that a grade is wrong, your first step should be to speak to the Examinations Officer for advice, who will be available on results day. Members of the Senior Leadership Team will also be available if needed but subject staff will not be in school or available to discuss results. Alternatively, you can email your concerns or query to exams@greenbankhigh.co.uk. These requests should be received within 5 working days of results day.

4. Certificates

Certificates, when received from the awarding organisations, will be issued to candidates. Depending on restrictions, the format has yet to be determined.

¹ <https://www.jcq.org.uk/summer-2021-arrangements/>

² <https://www.gov.uk/government/publications/student-guide-to-awarding-summer-2021>

5. The arrangements for appeals

As stated in Section 5.4 of JCQ Appeals Guidance Summer 2021 (A guide to appeals processes – Summer 2021):

To decide whether to request a review, students will need access to certain information before or on results day. This includes:

- the centre policy,
- the sources of evidence used to determine the student's grade, along with the marks/grades associated with them,
- details of any variations in evidence used based on disruption to what that student was taught,
- details of any special circumstances that have been considered in determining their grade, e.g. access arrangements/reasonable adjustments or mitigating circumstances such as illness.

There are two stages to the appeals process:

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

Greenbank High School will support its students through the centre review and awarding organisation appeals process.

The information below describes the arrangements in place at Greenbank High School for conducting a centre review and (where applicable) submitting an appeal to the awarding organisation following a centre review.

6. Stage 1 – Centre review

- If a student does not consider they have been issued with the correct grade, they can submit a request to Greenbank High School via exams@greenbankhigh.co.uk to check if an administrative or procedural error has occurred. ***This should be done within 10 working days of results day by 26th August 2021.***
- Greenbank High School will within five working days via email forward a copy of the interactive *JCQ Student Request Form for Centre Reviews and Appeals*.
- On receipt, the student should open the attachment, read the important instructions, fully complete *section A on Page 32 - Student request* of the *Stage one centre review* form including electronic signature and date. The form should be saved and returned as an email attachment to exams@greenbankhigh.co.uk.
- The outcome of the centre review may result in the student's grade remaining the **same**, being **lowered** or **raised**.
- On completion of the review, Greenbank High School will complete *section B. Centre review outcome* of the form and share with the student as a record of the outcome.
- If an administrative or procedural error is found, Greenbank High School will submit a request to the awarding organisation to correct the error and amend the grade without the need to submit an appeal to the awarding organisation

7. Stage 2 – Appeal to the awarding organisation

- An appeal to the awarding organisation will only be submitted if the first stage, centre review, has been completed and the outcome of the first stage has been issued to the student.
- The awarding organisation will not be able to consider an appeal that is based solely on differences of opinion - if the student wants to improve their grade they may want to consider entering for the

autumn exam series. Year 11 leavers should approach their further education provider in the first instance.

- If the student believes, there is still an error following the centre review, or if the awarding organisation has made an administrative error, or the student considers that the grade awarded was an unreasonable exercise of academic judgement, the student can submit a request to Greenbank High School to proceed with an appeal to the awarding organisation on their behalf.
- To proceed, the student must complete the *Stage two – appeal to awarding organisation* section of the form, including electronic signature and date. The form should be saved and returned as an email attachment to exams@greenbankhigh.co.uk
- Greenbank High School will then submit the appeal on the student's behalf according to the requirements of the awarding organisation to which it is being submitted.
- The awarding organisation will determine the grade at appeal and the outcome will be final.
- The outcome of the appeal may result in the grade remaining the **same**, being **lowered** or **raised**.
- There is no further opportunity to appeal the outcome to the awarding organisation.
- The awarding organisation's appeal outcome letter will be provided by post to the student by the Examinations Officer.
- Should the student remain concerned 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).

Note - 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. For more information, please refer to the Department for Education's blog;

<https://dfemedia.blog.gov.uk/2021/06/09/exam-appeals-what-can-i-do-if-i-think-my-grade-is-wrong-how-do-i-appeal-what-will-happen-if-i-appeal-your-questions-answered/>

8. Deadlines to submit a request

3 September 2021	Deadline for a student to request a Stage 1 - centre review.
17 September 2021	Deadline for a student to request a Stage 2 – appeal to awarding organisation.