



Examination results August 2020 – Appeals procedure

As you are aware, the 2020 examination results have been generated using a calculated grade approach due to the cancellation of examinations. Teachers have followed a strict process outlined by OFQUAL to arrive at the grading decisions, and all decisions have then been quality assured meticulously by the college following the OFQUAL guidance.

Appeal Principle

Every year there are a number of students that are disappointed with the grade(s) they have received. However, this year, unlike previous years, the process leading to the generation of these grades is an extraordinary one. With this in mind OFQUAL have developed a specific appeals process that can be used in the event that a student believes there may have been a mistake when submitting their centre assessed grade or that they feel bias or discrimination has been at play when deciding on the calculated grade.

The underpinning principle to an appeal is that a student cannot appeal against the grade they have received, rather the appeal is based on two possible scenarios

1. The student believes there is has been an administrative error during the submission of their centre assessed grade
2. The student feels they may have been subject to bias or discrimination.

Appeal Process

1. Once you are clear under what grounds to proceed with the appeal you can follow the following options:
 - a. Concern that a mistake has been made – in order to proceed with this approach you need to complete the application for appeal form which can be found on the Exams section of the Derby College website <https://www.derby-college.ac.uk/student-support/examination-information>. This form will need to be completed and sent to examsgroup@derby-college.ac.uk along with any supporting evidence you may hold.
 - b. Bias or discrimination – where there is a concern that there has been bias or discrimination in the lead up to the calculated grade then this needs to be handled through the official Derby College complaints procedure. Allegations of Bias or Discrimination are very serious and must be investigated as malpractice, therefore, as much evidence as possible will need to be provided to support the complaint. In order to submit a complain please access the Derby College complaints section on the website <https://www.derby-college.ac.uk/documents/complaints/Complaints-Process.pdf> – this document outlines the entire process for complaints from initial submission to outcome and appeals.
Please note - the deadlines for appeal do not apply in the case of formal complaints as these investigations may take longer to complete. Once the investigation has been completed, if it is deemed necessary to inform the awarding body this will be done accordingly. This may then result in an additional awarding body investigation which may further delay any outcomes.



2. Appeals against suspected error – following submission of this type of appeal an impartial member of staff will investigate. This will be a clerical check to find out if an administrative error has happened either during input to the awarding body systems or input to the original grading lists by the teacher.
3. Outcomes of initial investigation:
 - a. If it is discovered that an error has occurred, then the appeal, once corroborated with the Deputy Principle, will be submitted to the awarding body through their official process. The student will be informed that this has happened.
 - b. Where no errors are found the appeal will not be upheld and this outcome will be communicated to the student.

Timelines

The final date that an appeal can be submitted to the awarding body is 17th September 2020, therefore, in order to allow enough time for the preceding processes to happen the following deadlines must be adhered to:

| Action | Deadline |
|---|---------------------------------|
| Initial appeal document submitted to exams | 4 th September 2020 |
| Initial investigation outcome communicated to student | 11 th September 2020 |
| All appeals submitted to awarding bodies where relevant | 17 th September 2020 |

As stated, complaints submitted in relation to bias or discrimination will follow a different timeline, and these can be found in the complaints process link provided.

Useful contacts

You can contact the Equality Advisory and Support Service (EASS) for advice on discrimination claims. EASS advises and assists individuals on issues relating to equality and human rights. You can contact EASS on **0808 800 0082**, by textphone on **0808 800 0084** or at **www.equalityadvisoryservice.com**.

OPENING HOURS:

Monday - Friday: 9am - 7pm

Saturday: 10am - 2pm

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.

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 weeks. See website for information. Calls charged at your standard network rate.



Exam board contact details

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