

Complaints Policy Addendum

Regarding Grades Awarded Summer 2020

Should your complaint focus on grades awarded during the Covid-19 period the following addendum to the complaints procedure applies.

Context

Due to the cancellation of the summer 2020 examinations, this year's grades have been awarded to students based on information provided by schools to the examination boards. The Centre Assessed Grades (CAGs) were determined using a range of school based evidence and were subject to robust internal scrutiny procedures. These grades were despatched to the exam boards who performed their own moderations and scrutiny before being passed to Ofqual for further checking and statistical moderation. The exam boards then issued the final grades to individual students based on these procedures.

Procedure

Should any student or parents feel that the grade awarded in a specific subject was unfair or unjust, please be aware that there is no recourse to schools or individual members of staff. For advice on how to challenge the grade awarded please refer to the Ofqual guidance: [Ofqual advice & guidance autumn exam series\(see excerpt below\)](#)

"Can students appeal these grades?"

*We are committed to doing all that we can to make sure students are not disadvantaged by these unprecedented circumstances, including allowing for an appeal where appropriate. In line with the direction given to us by the Secretary of State for Education, **appeals will be allowed in cases where a centre believes it has made an error when submitting its information; or similarly, if the centre believes an exam board made a mistake when calculating, assigning or communicating a grade. Additionally, a student who had evidence of bias or discrimination should raise this with their centre. They could also pass such evidence on to the exam board who could investigate for potential malpractice.** Following our consultation, we have given serious consideration as to whether a student could appeal against their school or college's centre assessment grades and position in the rank order. On balance, we have decided it would not be in the interests of all students, or the fairness of the arrangements overall, for a number of reasons. Firstly, the appeal would have to be undertaken by someone better placed than the student's teachers to judge the grade they would likely have received if the exams had taken place – in the unique circumstances of this summer we do not believe there is any such person.*

*An appeal would also require students to have access to the information their school or college put forward before being submitted to exam boards. This may compromise the reliability of this year's approach. Furthermore, if one student successfully appealed against their position in the rank order, it would have negative implications for other students who would, in turn, need to be given an opportunity to appeal. **We intend that students who feel that their grades from the summer do not reflect their ability will have the opportunity to take their exams in the autumn series or in summer 2021. If they choose to do this, students will be able to use the higher of the two grades for future progression.***

As stated in the excerpt above currently, the only recourse available for students is a re-sit of the examination during the autumn term of 2020; please note that this may not be an option for all subjects outside of the normal examination period in May/June 2021.

Any issues or concerns regarding grades awarded cannot be addressed by individual examination centres, but should be directed to the appropriate examination board.