

**REGENT HOUSE SCHOOL
POLICY FOR THE POST-RESULTS SERVICE**



Approved by Board of Governors on 22/06/2021

Signed: Mr R. Johnston (Chair of Governors)

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 (school'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 Regent House School 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 any further 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.

Please note that Regent House School uses specifications provided by CCEA, AQA, OCR, Pearson and WJEC. All of these Awarding Organisations use the same two stage process for the Post-Results Service.

2. Process Overview

There are two stages to the Post-Results Service; pupils must commence with Stage 1 which will be completed by Regent House School and may then progress to Stage 2 (Please refer to Appendix A). The two stages are:

- **Stage 1** - A Centre Review, completed by Regent House School
- **Stage 2** – An Appeal to the AO, submitted by Regent House School on behalf of a pupil and completed by the AO.

Further details can be found at:

<https://ccea.org.uk/summer-2021/post-results-service>

https://www.jcq.org.uk/wp-content/uploads/2021/06/JCQ_Appeals-Guidance_Summer-2021_Appendix-B.pdf

Stage 1 – Centre Review conducted by Regent House School

For full details refer to 'CCEA Post-Results Service, Process for Heads of Centre – Summer 2021' and JCQ – A guide to appeals processes Summer 2021 series for full details).

Any pupil who was awarded a Centre Determined Grade by Regent House School in summer 2021 is permitted to submit a request for a Centre Review. Regent House School will complete a Centre Review for any pupil who makes a request. To help pupils decide whether to request a Centre Review, Regent House School will direct pupils to the following information:

- the Regent House School CDG policy;
- the sources of evidence used to determine the CDG, including any marks and/or grades;
- notification of any variations in evidence used; and
- notification if special circumstances were considered in determining their grade.

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

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

*Checks for an administrative error will cover all stages of administration involved in the Centre's CDG process. The process is outlined in the RHS Centre Determined Grades policy which can be found on the school website <https://www.regenthouse.org.uk/curriculum>

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

Year 14 pupils may submit a priority Centre Review if they have a place at a Higher Education Institution on hold.

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 Regent House School to be submitted to the AO 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 centre's approved 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) the record of any pre-results discussions between the centre and pupil (for example, where a pupil has raised mitigating circumstances earlier in the process);
- g) relevant centre administration records; and
- h) any other documentation the decision-maker feels 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 Regent House School may result in the grade going up, going down or staying the same.**

Reporting the Outcome of a Centre Review

If a grade change is considered to be required, Regent House School will submit an error correction request to the relevant AO as soon as possible.

Regent House School 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 finding;
- 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 AO.

A record of the outcome of all Centre Reviews will be retained to be submitted to the AO should a pupil decide to request a Stage 2 Appeal to the AO.

Withdrawal of Stage 1 Appeal

If a pupil submits a request for a review but subsequently decides they wish to withdraw it, they will be allowed to do so as long as no outcome has been determined at that point. Please note that a withdrawal can only be made in writing by the pupil. A Centre Review application cannot be withdrawn once an outcome has been determined.

The outcome of any review completed by a centre may result in the grade going up, going down or staying the same.

Stage 2 – Appeal to the 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 Awarding Organisation as the next stage in the process. Where requested by the pupil, Regent House School 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 Centre Determined Grade; and
- Completed Candidate Assessment Record, or similar, for the pupil.

Regent House School will submit any request for an Appeal to the relevant Awarding Organisation from a pupil upon the conclusion of a Centre Review. Regent House School will have a process in place to communicate the outcome of the Appeal by the relevant Awarding Organisation to the pupil upon completion.

Withdrawal of Stage 2 Appeal

If a pupil submits a request for an appeal but subsequently decides they wish to withdraw it, an AO will accept requests for appeals to be withdrawn as long as no outcome has been determined. Please note that a withdrawal can only be made in writing by the student. An application for appeal to an AO cannot be withdrawn once an outcome has been determined.

The outcome of any review completed by an AO may result in the grade going up, going down or staying the same.

3. Roles and Responsibilities

Regent House School 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 Awarding Organisation for any changes considered to be necessary to Centre Determined Grades;
- 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 AO should a pupil decide to request a Stage 2 Appeal; and
- Provide pastoral support to pupils at each stage of the process, as required.

Regent House School 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 Head of Centre (Headmaster) has overall responsibility for Regent House School as an examinations centre and will ensure the roles and responsibilities of all staff are defined. The Head of Centre may complete Centre Reviews and/or may delegate this responsibility to another member of the centre staff. The Head of Centre is required to sign-off the outcome of any Centre Review. The Head of Centre should communicate the outcome of any Stage 1 Centre Review or Stage 2 Appeals by the relevant Awarding Organisation to pupils.

The Senior Leadership Team will support the Head of Centre 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 Awarding Organisation through their web portal, or delegate this responsibility to another member of centre staff. The Examinations Officer or a delegated member of staff will submit any error correction requests to the relevant AO, should it be considered that a grade change is required.

Heads of Department 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 Awarding Organisations, where a place at a higher education Institution is on hold, is **23 August 2021**.

In order for Regent House School to meet the above deadline for submission, any requests for a priority Centre Review, where a place at a higher education Institution is on hold, must be submitted no later than **13 August 2021**.

The deadline for submission of all other Stage 2 Appeals to the relevant Awarding Organisation is **17 September 2021**.

In order for Regent House School 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 Head of Centre. An example of a conflict could include conducting a Centre Review for a family member or close friend. The Head of Centre will take the appropriate actions to manage any potential conflicts of interest arising with centre staff.

6. Fees

There will be no fee charged for the use of the Post-Results Service.

Appendix A – Process Overview (CCEA)

