

Information for Students
Summer 2021 Results, Appeals and Certificates



Qualifications requiring Teacher-Assessed Grades (TAGs)

For qualifications requiring an element of teacher-assessed grades, East Durham College has determined grades in accordance with the **JCQ guidance**¹ and has submitted these grades to the relevant awarding organisation by the required deadline.

To support your understanding, please refer to **Ofqual's 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. You can also find further information on the East Durham College website which includes the College Policy for Teacher-Assessed Grades. The evidence that has been used to determine your grade is available on your Canvas (VLE) course page.

Results

Results will be issued on results days in August as follows:

Date	Qualification type
10/08/2021	GCE (AS, A Levels) and most other Level 3 qualifications
12/08/2021	GCSE and most other Level 1 and Level 2 qualifications

Arrangements for results day(s)

Results will be only be available on the relevant day from the Willerby Grove campus from 9.00am. Results can be collected and/or candidates will be given access to their results via email. You will be required to follow the required Covid-19 safety measures which are in place at the time when you collect your results. There will be a representative from your curriculum areas available to discuss your result(s) with you at both Willerby Grove and Houghall campuses. Staff from the Careers team will also be available if required, alongside staff from the Progression Coach team.

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 a member of staff from your curriculum area, this may be your lecturer or the manager responsible for the courses your curriculum area. The evidence used to determine your grade is provided on Canvas (VLE) and the lecturer and/or manager will be able to explain how the grade has been determined and to provide advice.

Further details of the arrangements for appeals are provided below.

Certificates

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

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

Certificates, when received from the awarding organisations, will be issued to you by post.

The arrangements for centre reviews and appeals

Section 5.4 of **JCQ Appeals Guidance Summer 2021** (A guide to appeals processes – Summer 2021) states:

To decide whether to request a review, students will need access to certain information before results day, or on results day, if it has not already been made available to them. This must include:

- a. the centre policy
- b. the sources of evidence used to determine the student's grade, along with the marks/grades associated with them
- c. details of any variations in evidence used based on disruption to what that student was taught
- d. 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

East Durham College will support its students through the centre review and awarding organisation appeals process.

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

Stage 1 – Centre review

- If a student does not consider they have been issued with the correct grade, they can submit a request to East Durham College to check if an administrative or procedural error has occurred. Students should do this on an interactive **Student Request Form for Centre Reviews and Appeals to Awarding Organisations** which can be found on the college website in the Exams and Appeals section or by clicking [here](#) or the link at the end of this information sheet. The student should complete all relevant details in **Section A of Stage One** of the form including the electronic signature and date.
- The student should save the form and email it as an attachment to the college at TAGappeals@eastdurham.ac.uk where the form will be logged by staff in the Exams department and forwarded to both the Programme Area Leader and the Curriculum Director who are responsible for the course.
- The Curriculum Director and the Programme Area Leader will meet to consider the grounds for the review (eg an administrative error or a procedural error) alongside the supporting evidence supplied by the student.
- The outcome of the centre review may result in the student's grade remaining the **same**, being **lowered** or **raised**. **It is important to note that once a finding has been made, a student CANNOT withdraw the request for a centre review.**
- On completion of the centre review the Curriculum Director and Programme Area Leader will complete **Section B of Stage One of the form** and notify the Exams department staff who will share the outcome with the student by email. This will be done in sufficient time prior to the relevant appeal to awarding organisation deadline.

- If an administrative or procedural error is found, East Durham College 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.

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 if available.
- 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 East Durham College 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 the college at TAGappeals@eastdurham.ac.uk where the form will be logged and submitted to the relevant awarding organisation according to their requirements.
- 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**. **It is important to note that once a finding has been made, a student CANNOT withdraw the request for an appeal.**
- There is no further opportunity to appeal the outcome to the awarding organisation
- The awarding organisation's appeal outcome letter will be provided via post or email to the student by Exams department staff as soon as reasonably practical after the outcome letter from the awarding organisation is received by the college.
- Should the student still remain concerned their grade was incorrect, they may be able to apply for a procedural review via the Exam Procedures Review Service which will be detailed in the appeal outcome letter from the awarding organisation.
- Awarding organisations will NOT accept appeals directly from students or parent/carers.

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 back 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/>

Deadlines to submit a request for either a centre review or appeal to an awarding organisation:

a) Priority appeal³

16th August, 2021 – deadline for a student to request a Stage 1 - centre review

23rd August, 2021 – deadline for a student to request a Stage 2 – appeal to awarding organisation

b) Non-priority appeal

3rd September, 2021 - deadline for a student to request a Stage 1 - centre review

17th September, 2021– deadline for a student to request a Stage 2 – appeal to awarding organisation

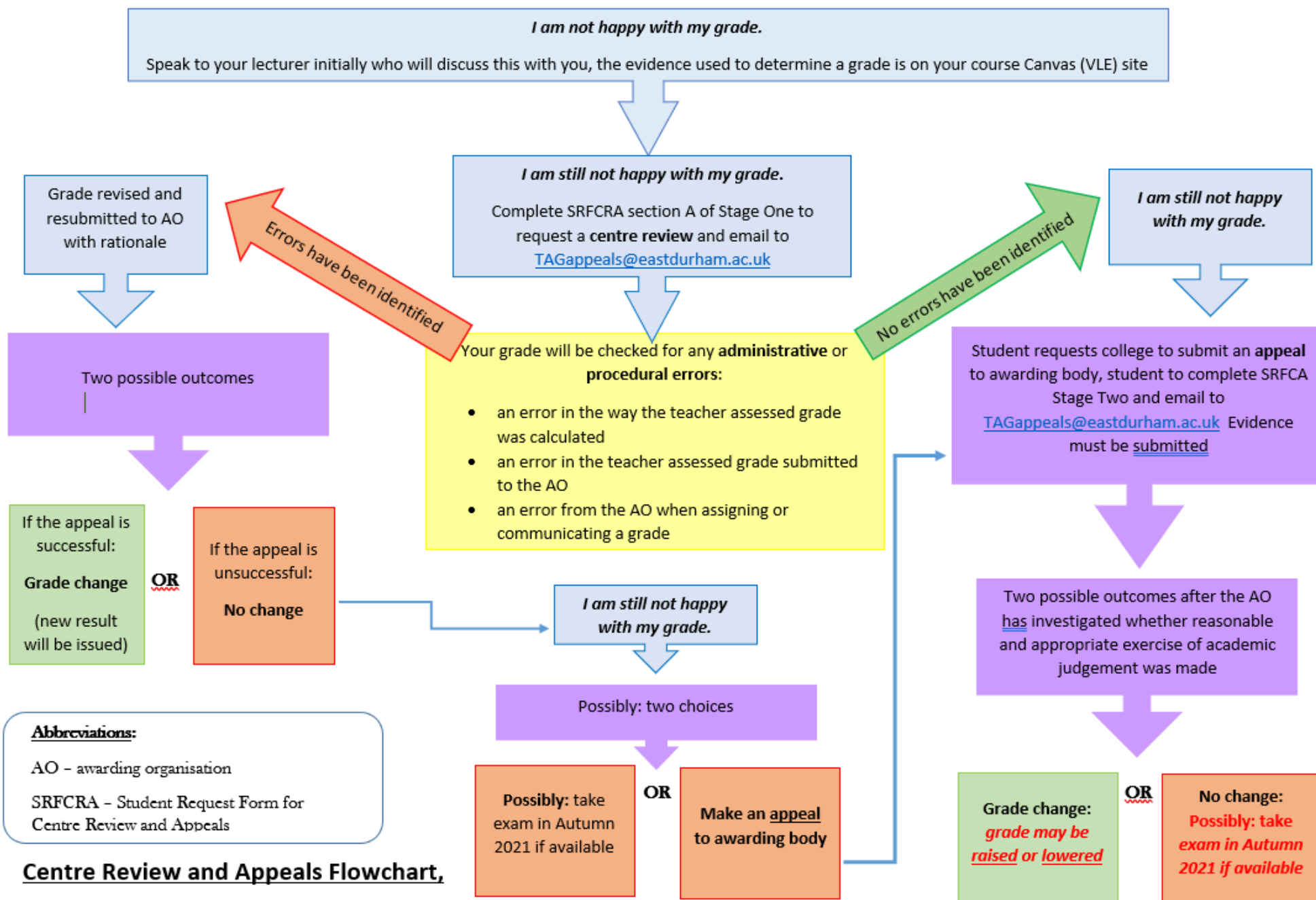
Further details:

Please check the flowchart for further help in understanding the centre review and appeals process.

Click [here](#) for a copy of the Student Request Form for Centre Reviews and Appeals to Awarding Organisations – Section A of Stage One of the form MUST be completed before a centre review can be started.

**The form MUST be emailed to:
TAGappeals@eastdurham.ac.uk**

³ A priority appeal **is only for** students applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal an A level or other Level 3 qualification result. You should inform your intended higher education provider that you have requested a centre review or appeal. You will need to provide in the request form(s) your UCAS personal ID code which is included in all correspondence from UCAS. This is needed to confirm that a student's place is dependent on the outcome of the appeal. Priority appeals that aren't submitted to the awarding organisation by 23 August 2021 will still be treated as a priority but they may not be completed in time for those with a higher education place dependent on the outcome of the appeal.



Abbreviations:

AO - awarding organisation
SRFCRA - Student Request Form for Centre Review and Appeals

Centre Review and Appeals Flowchart, Summer, 2021