

Below are key questions and answers if you are not happy with your results and want to remind yourself of the process and any options that may be available to you.

## How were my grades arrived at this year?

Grades this summer were based on Centre Assessed Grades (CAGs). CAGs were submitted to the examination boards by us as a holistic assessment of students' performance in a subject, following a rigorous process of assessment, moderation and quality assurance.

These grades were then approved by the relevant examination board, following external quality assurance checks.

In some cases, the CAGs we submitted may have been reviewed by the examination board, who may have asked us to submit an alternative grade. However, any changes to the grades we submitted were done by professional teachers or reviewers; this year, no grades have been changed as a result of an algorithm.

## What do I do if I'm not happy with my grade?

All students have the opportunity to appeal their grade if they meet the eligibility criteria (see below). It is important to note that an appeal may result in a grade being lowered, staying the same, or going up. Therefore, if a student puts in an appeal and their grade is lowered, they will receive the lower mark.

There is also the option to re-sit GCSEs, A levels and some AS levels in the autumn, which may be preferable to some students. The design, content and assessment of these papers will be the same as in a normal year.

## What are the grounds for appeal?

There are four grounds for appeal, as dictated by the Joint Council for Qualifications (JCQ). They are:

- You think we have made an **administrative error**: an example of this would be putting the wrong information into a spreadsheet.
- You think we have made a **procedural error**:
  - this means we haven't properly followed our own process, as approved by the examination board.
- You think the **academic judgement on the selection of evidence was unreasonable**:
  - you think the evidence used to grade you was not reasonable.
- You think the **academic judgement on the grade you were given was unreasonable**.
  - You think the determination of the centre assessed grade was unreasonable.

## What does 'unreasonable' mean?

'Unreasonable' is a technical term in this context and means that no educational professional acting reasonably could have selected the same evidence or come up with the same grade.

This means that just because other forms of evidence may have been equally valid to use, the selection of evidence is not unreasonable. Due to the flexibility of the approach this year, every school and college will have used different forms of evidence.

It also means that the independent reviewers will **not** re-mark or grade students' evidence. Instead, they will look to see whether any teacher acting reasonably could have arrived at the same grade.

## What will be the outcome of an appeal?

At either stage of the appeals process (see 'What are the two stages of an appeal?' below), a student's grade may go up, stay the same, or go down. When placing an appeal, the student will have to sign a declaration saying that they accept the fact their grade may go down and they may get a lower grade than was shown on their results slip.

## What is a priority appeal?

Priority appeals will be handled more quickly than other appeals, where possible before UCAS's advisory deadline of 8 September.

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Priory appeals are only open to A level students starting university this autumn, who have missed out on the conditions of their firm or insurance offer. JCQ cannot offer priority appeals for GCSE students.

If you decided not to confirm a firm conditional offer and to go through clearing instead, JCQ cannot offer you a priority appeal.

When making a priority appeal, students will have to include their UCAS number so it can be confirmed that it is a genuine priority appeal.

## What should I do before I appeal?

Students must read the JCQ Student and Parent guide before appealing, a link is below.

Talk to us. We may not be able to offer as much advice and guidance on the likely success of an appeal this summer as we would in normal years, as we have already moderated and quality-assured all the grades ourselves, but we will support you in understanding the process.

## What are the two stages of an appeal?

All appeals, on any of the grounds above, must first go through a **centre review**. At this stage, we will check for any administrative errors, and check that our policies and procedures were followed correctly. Our policy has already been approved by the examination boards, so we are only ensuring that we followed this properly.

The outcome of the centre review will be communicated to students when made.

At the centre review stage, if we find that a grade should go up or down, we will ask the examination board to change it. They will then consider this request.

Following the outcome of a centre review, students may still choose to pursue an **awarding organisation appeal**. They must fill in the form linked below which we will then send on their behalf to the examination boards. Students and parents cannot send appeals directly to the examination board themselves - it must come from us.

The outcome of the awarding organisation appeal will be communicated to students when made.

## How do I make an appeal?

Following results days, students should fill in the first section of the JCQ form [here](#) and send it to [exams@isleworthsyon.org](mailto:exams@isleworthsyon.org).

If it is sent to any other address, we cannot help as other emails are not necessarily monitored over the summer holidays.

## What are the deadlines?

### PRIORITY APPEALS

Our deadline for requesting a priority appeal is 1.00pm on 13 August (students cannot appeal before Level 3 Results Day on 10 August).

We will attempt to complete the centre review by 18 August\*. If students wish to progress this to an awarding organisation appeal, they must send the completed form to us by 2.00pm on 20 August for priority appeals.

*\*At both stages of the appeals process, there may be the need for specialist, expert knowledge (e.g. subject teachers, SEND knowledge). This may not be possible in August. In such cases, we may have to wait until the start of term, but priority appeals will still be treated as a priority.*

### NON-PRIORITY APPEALS

Non-priority appeals are any A levels, GCSEs or vocational qualifications, where a firm or insurance university place is not pending.

The deadline for submitting a centre review is 3 September, and the deadline for submitting an awarding organisation appeal is 10 September.

## Important Documents

- [JCQ Appeals Guidance for Students - Summer 2021](#)
- [Student Request Form for Centre Reviews and Appeals](#)
- [School Centre Review Policy - Summer 2021](#)

## **Further Help and Support**

If you want more information on your next steps once you've received your results, contact the National Examination Results Helpline by telephone: 0800 100 900 (lines are open from 8.00am to 8.00pm, Monday to Friday; and 10.00am to 5.00pm on Saturdays). You can also contact the [National Careers Service](#).

## **Anxiety and Mental Health Support**

It is understandable to feel worried about your results this year. We published a blog from experts at Manchester University on [things that might help if you are worried about your grades](#). Always make sure you speak to somebody if you are feeling anxious or struggling with your mental health. This might be a parent/carer or someone else you trust.

You can also contact:

- [Child and Adolescent Mental Health Services](#) (CAMHS)
- [Mind](#)
- [Young Minds](#)
- [NHS 111](#) - they can assist in providing the mental health support you may need

## **BTEC Students**

The [student webpage](#) is updated regularly with the latest information. For any specific questions students can contact them directly, [contact us here](#), where live chat is also available, or by phone on 0345 618 0440. Phone lines will open at 8.30am on results days.