

Despite the cancellation of the summer examinations due to the COVID-19 pandemic this year, most students will still receive grades this summer.

What to do if you consider that there has been an error in determining your grade?

If you feel you have received the wrong grade, the first step you should take is to discuss this with your teacher/lecturer or the exams officer within your school/college.

Please remember, it is only your school/college who can appeal on your behalf. If you are a Private Candidate, please visit our Results Day webpage for further information.

This factsheet provides an overview of the Appeals process, comprehensive guidance is available from our 'Guide to Results and Appeals' – please see our Results Day webpage.

What are the grounds to appeal my grade?

An Appeal can only be made on one or more of the following grounds:

1. School/college error – there was an administrative error in the Centre Assessment Grades or Rank Ordering submitted to us.
2. An error in calculating or issuing results made by us, this can include:
 - a. We used incorrect data e.g. the centre assessment grade submitted by your school or college.
 - b. We introduced an error into the data.
 - c. We made an administrative error in issuing a result.
3. Procedural grounds:
 - a. We did not apply our procedures consistently, or the procedures were not followed properly and fairly.

What cannot I Appeal against?

An Appeal cannot be made on the following grounds:

- A learner disagrees with their centre assessment grade and/or position in the rank order,
- Professional judgements by your teacher/lecturer.

What is the Appeals process?

If your school/college agrees that you have grounds to Appeal, they will submit a request to us which will go through an 'Initial Review'. This can take up to 42 calendar days to complete from us receiving the application.

If you are waiting to confirm a university place then your school/college should submit the Appeals application as soon as possible after the publication of results.

Please see the diagram on the following page, which illustrates the routes you can follow.

What if I believe there is still an error with my grades following the 'Initial Review'?

Once we have notified your school/college of the outcome of your Appeal's 'Initial Review', they have 14 calendar days from receipt of the outcome to apply for an 'Independent Review'.

Like the 'Initial Review' this can take up to 42 calendar days to complete from the date we received the application.

What is the deadline for an Appeal?

Your school/college can make an appeal from Results Day, the final deadline to apply is 17 September 2020. Requests/applications for an Appeal submitted after this date will not be accepted.

Who should I talk with to discuss an Appeals request?

Our advice is that you should discuss this with your teacher/lecturer - they will be able to explain the process, and clarify if you have grounds to Appeal.

GUIDANCE TO APPEALS

SUMMER 2020

