



BALLYMENA ACADEMY

POLICY STATEMENT
IN RELATION TO
THE POST-RESULTS SERVICE
FOR
SUMMER 2021

Approved at June 2021
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BALLYMENA ACADEMY

POLICY FOR THE POST-RESULTS SERVICE – SUMMER 2021

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 (in respect of CCEA qualifications)* and by JCQ, *A guide to appeals processes - Summer 2021 series (in respect of Eduqas, OCR, Pearson and WJEC qualifications)*;
- to ensure that all staff involved in the process know, understand and can carry out their roles effectively;
- to ensure students understand the Post-Results Service, the centre's role and the role of the appropriate 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 student to the next phase of their education.

It is the responsibility of everyone involved in the Post-Results Service within Ballymena Academy to understand and implement this policy. The Post-Results Service Policy is in line with *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* and *JCQ, A guide to the appeals process – Summer 2021*, and any further guidance provided by CCEA, or JCQ, in relation to the Post-Results Service. Staff will familiarise themselves with all relevant documents.

Process Overview

There are two stages to the Post-Results Service, further details can be obtained from the following links, as appropriate:

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

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

If a student is concerned about a grade and, after consideration, wishes the grade to be reviewed, the student must commence with Stage 1 which will be completed by Ballymena Academy and, only after this, may then progress to Stage 2. The two stages are:

- **Stage 1** - A Centre Review, completed by Ballymena Academy
- **Stage 2** – An Appeal to the appropriate Awarding Organisation, submitted by Ballymena Academy on behalf of a student and completed by the Awarding Organisation.

Stage 1 – Centre Review conducted by Ballymena Academy

For full details refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* or *JCQ, A guide to the appeals process – Summer 2021*, as appropriate.

Any student, including private candidates, who was awarded a Centre Determined Grade by Ballymena Academy in Summer 2021 is permitted to submit a request for a Centre Review. Ballymena Academy will complete a Centre Review for any student who makes a request. To help students decide whether to request a Centre Review, Ballymena Academy will provide students, voluntarily or on request, with access to:

- the Ballymena Academy Centre Determined Grades (CDG) policy;
- the sources of evidence used to determine the CDG, including any marks and/or grades, as appropriate;
- details of any variations in evidence used; and
- details of any special circumstances that were considered in determining their grade.

All requests for a Centre Review must be made directly to Ballymena Academy using the form provided by CCEA or JCQ, as appropriate. A student may request a Centre Review if they consider:

- 1) Ballymena Academy made an administrative error in relation to their grade; and/or
- 2) Ballymena Academy did not follow its procedures in arriving at the CDG as outlined in the CDG Policy.

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

Students 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

(Refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* or *JCQ, A guide to the appeals process – Summer 2021* for full details)

All Centre Reviews will be completed using the form provided by the school and will be retained by Ballymena Academy electronically in order to be submitted should a student decide to request a Stage 2 Appeal to the appropriate Awarding Organisation.

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 student 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 student 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 student (for example, where a student 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 Ballymena Academy may be that the grade goes up, goes down or stays the same.

Reporting the Outcome of a Centre Review

If a grade change is considered to be required, Ballymena Academy will submit an error correction request to the appropriate Awarding Organisation as soon as possible.

Ballymena Academy will provide the student with an outcome letter using the template provided by CCEA or JCQ, as appropriate. 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 student wishes to submit an appeal to the appropriate Awarding Organisation.

A record of the outcome of all Centre Reviews will be retained to be submitted to the appropriate Awarding Organisation should a student decide to request a Stage 2 Appeal to the Awarding Organisation.

Stage 2 – Appeal to the Awarding Organisation

For full details refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* or *JCQ, A guide to the appeals process – Summer 2021*.

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 students, including private candidates, have the right to submit an Appeal to the appropriate Awarding Organisation as the next stage in the process. Where requested by the student, Ballymena Academy will submit such appeals on the student's behalf and include the following as required:

- the submission form completed by the student;
- Evidence used to determine the Centre Determined Grade; and
- Completed Candidate Assessment Record, or similar, for the student.

Ballymena Academy will submit any request for an Appeal to the appropriate Awarding Organisation from a student upon the conclusion of a Centre Review. Ballymena Academy will have a process in place to communicate the outcome of the Appeal to the appropriate Awarding Organisation to the student upon completion.

The outcome of any Review completed by an Awarding Organisation may be that the grade goes up, goes down or stays the same.

Roles and Responsibilities

Ballymena Academy will:

- Have appropriate arrangements in place to conduct a Centre Review in line with CCEA or JCQ guidance, as appropriate;
- Ensure that a transparent process is in place so that students and parents understand the steps in a Centre Review;
- Complete a Centre Review if requested by a student, 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 appropriate Awarding Organisation for any changes considered to be necessary to Centre Determined Grades;
- Submit any requests to the appropriate Awarding Organisation for an Awarding Organisation Appeal;
- Communicate the outcome of any Centre Review and/or Awarding Organisation Appeal to students;
- Retain records of all completed Centre Reviews electronically, to be submitted to an Awarding Organisation should a student decide to request a Stage 2 Awarding Organisation Appeal; and
- Provide pastoral support to students at each stage of the process, as required.

Ballymena Academy will also carefully consider the requirements of their 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 has overall responsibility for Ballymena Academy 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 to the Awarding Organisations to students.

The Senior Leadership Team will support the Head of Centre in completing Centre Reviews. They may undertake a support function to students 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 an Awarding Organisation through its portals, 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 Awarding Organisation, 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.

Timelines and Dates

The deadline for submission of priority (A2) Stage 2 Appeals to an Awarding Organisation, where a place at a higher education Institution is on hold, is **23rd August 2021**.

In order for Ballymena Academy 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 **13th August 2021**.

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

In order for Ballymena Academy to meet the above deadline for submission, all other requests for a Centre Review must be submitted no later than **3rd September 2021**.

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.