

SUMMER 2021



CCEA POST-RESULTS SERVICE: STUDENT AND PARENT GUIDE



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KEY WORDS AND PHRASES

Centre

Your **centre** is the school or college where you entered for your qualifications, and which submitted your grades to CCEA.

Centre Determined Grade (CDG)

A **Centre Determined Grade (CDG)** is the grade submitted to CCEA by your school or college based on appropriate evidence.

CDG Policy

Your school or college's **CDG policy** explains the evidence they used and how they determined your grades.

Post-Results Service

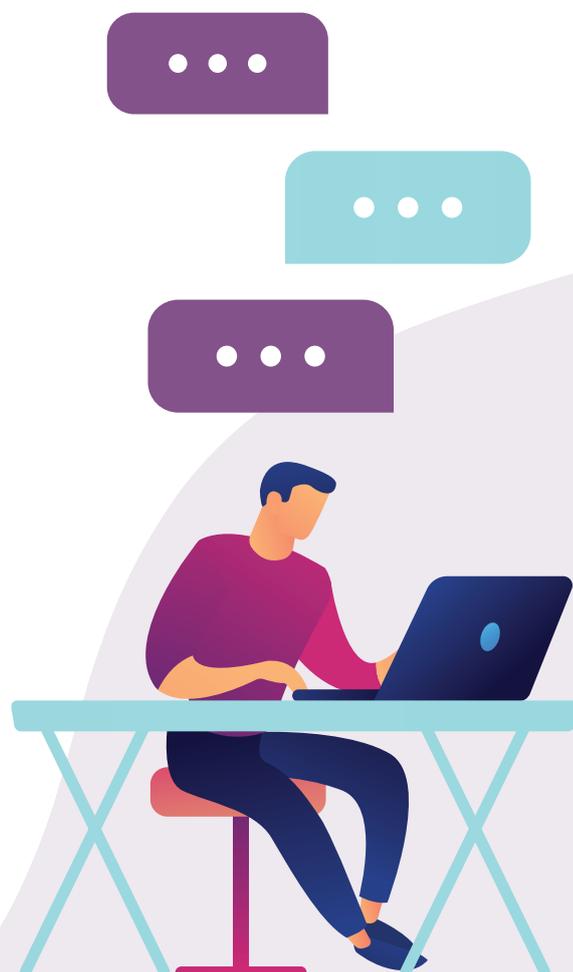
The **Post-Results Service** is provided by CCEA to help you request a review of a grade if you feel it is incorrect.

Priority Appeal

A **priority appeal** can be made if you have a higher education place on hold. For example, if you are waiting for a university place, this is the service you should use.

Holistic Judgement

When we use the term **holistic judgement**, we mean assessing performance across a range of evidence rather than carrying out a calculation.



WHAT DO I NEED TO KNOW?

CCEA has supported schools and colleges to ensure your centre's professional judgements reflect the standard at which you are performing, so that you can have confidence in the grades you have been awarded. However, as is the case every year, you may wish to challenge the grade you receive on results day:

- » A/AS level and Certificate of Personal Effectiveness (CoPE) results day – **Tuesday 10 August 2021**
- » GCSE, Occupational Studies, Vocational and Entry Level results day – **Thursday 12 August 2021**

CCEA provides this service so that errors can be promptly and efficiently addressed and, if appropriate, corrected as quickly as possible. You can use the CCEA Post-Results Service if you are dissatisfied with your Centre Determined Grade(s) because you believe:

- » there has been an **administrative error**;
- » your school or college **didn't follow their procedure**; and/or
- » there has been an **unreasonable academic judgement**.

See **Appendix 1** for an overview of the process. There will be **no fee** for using the Post-Results Service.

You should only use the Post-Results Service if you think something has gone wrong in working out your grade. You should not use the service just because you disagree with the grade your school or college has given you, or you feel that you deserve a better grade.

The Post-Results Service this year focuses on the holistic judgements made by your school or college. It will be a review of your grade based on the range of evidence your school or college used to arrive at their decision.

If you are requesting a review, then you should follow the procedure set out in this guide.



A/AS level and Certificate of Personal Effectiveness (CoPE) results day – **Tuesday 10 August 2021**

GCSE, Occupational Studies, Vocational and Entry Level results day – **Thursday 12 August 2021**

There is no fee for using the Post-Results Service.

HOW THE POST-RESULTS SERVICE WORKS

There are **two stages**:

Stage 1 is a Centre Review.

You must submit a request to your school or college for a Centre Review as the first stage in the Post-Results Service. See the Sample Post-Results Service Submission Form in **Appendix 2**; a fully interactive version will be available on the CCEA website. On this form, you should include the reason why you think there has been an error with your grade, but you do not need to give lots of information or any additional evidence. If you need help completing the form, please speak to your school or college.

Your school or college **must** complete the review if you request it.

You may request a Centre Review because you believe:

1. Your school or college made an **administrative error** in determining your grade.

For example, an incorrect grade was submitted, or an incorrect assessment mark was used when determining your grade.

2. Your school or college **did not follow their procedure**.

For example, they did not complete quality assurance in line with their CDG policy, they did not provide you with reasonable adjustments or access arrangements for an assessment when you were entitled to them, or they did not take account of special consideration.

Once your school or college has completed the Centre Review, they will let you know the outcome. Your grade may go up, go down or stay the same.

Please note, if you wish to request an appeal based on unreasonable academic judgement, you will still have to go through Stage 1: Centre Review first.



HOW THE POST-RESULTS SERVICE WORKS (CONTINUED)

Stage 2 is an Appeal to CCEA Awarding Organisation (AO).

If you are unhappy with the outcome of the Centre Review, or you wish to request an appeal based on unreasonable academic judgement, your next option is Stage 2: Appeal to CCEA AO.

A Stage 2 appeal can only be submitted to CCEA by your school or college **after the completion of a Stage 1: Centre Review**. If you submit a request for a Stage 2: Appeal to CCEA AO, your school or college must submit this on your behalf. To do this, you will need to complete the second part of the Post-Results Submission Form describing why you are requesting an appeal – your school or college can support you in this and will submit the request to CCEA on your behalf.

You may request an Appeal to CCEA AO because you believe:

1. Your school or college made an **administrative error** in determining your grade, which was not fixed through a Centre Review.
2. Your school or college **did not follow their procedure**, as you described at the Centre Review stage or in completing the Centre Review.
3. **CCEA AO made an administrative error**.
For example, the grade was incorrectly changed by CCEA during the processing and issuing of grades.
4. An **unreasonable academic judgement** was made by your school or college in determining your grade:
 - » by selecting **evidence that was not included in their CDG policy**; and/or
 - » by **assessing your evidence unreasonably** in determining your grade.

Before deciding whether to submit a Stage 2: Appeal to CCEA AO, you can ask to see the evidence your school or college used to make their decision.

CCEA will manage this process and your school or college will let you know the outcome. Your grade may go up, go down or stay the same.

WHAT IS UNREASONABLE ACADEMIC JUDGEMENT?

In 2021, every school or college is responsible for determining grades for their students – they have the flexibility to decide how best to assess each student’s grade based on the evidence they have. Your school or college will consider a range of evidence to decide what best represents your work.

CCEA can only look at the evidence your school or college has considered – their CDG policy will describe how the grades you have been awarded were determined. CCEA will then decide whether the grade given to you is reasonable or unreasonable. It will not re-mark assessments. Please note that:

- » a reasonable judgement is one supported by evidence; and
- » a judgement will not be unreasonable simply because you consider that another grade should have been awarded, even if you believe you have supporting evidence.

The grade would only be considered unreasonable if the evidence used by your school or college clearly and obviously does not support the grade that has been awarded.

If CCEA finds that a grade is unreasonable, we will award a new grade that we consider best reflects the evidence we have seen.

NEXT STEPS

If you are still unhappy with the outcome after a Stage 2: Appeal to CCEA AO, then a referral can be made to the Examination Procedures Review Service (EPRS), which operates every year and is run by CCEA Regulation¹.

CCEA Regulation will check to see if CCEA AO has followed its procedures and regulatory requirements. It will not review whether your school or college followed the correct process, and it will not review the accuracy of the grading decision or any grade changes.



¹ CCEA Regulation as an independent function within CCEA, is responsible for the quality assurance of qualifications offered in Northern Ireland (NI).

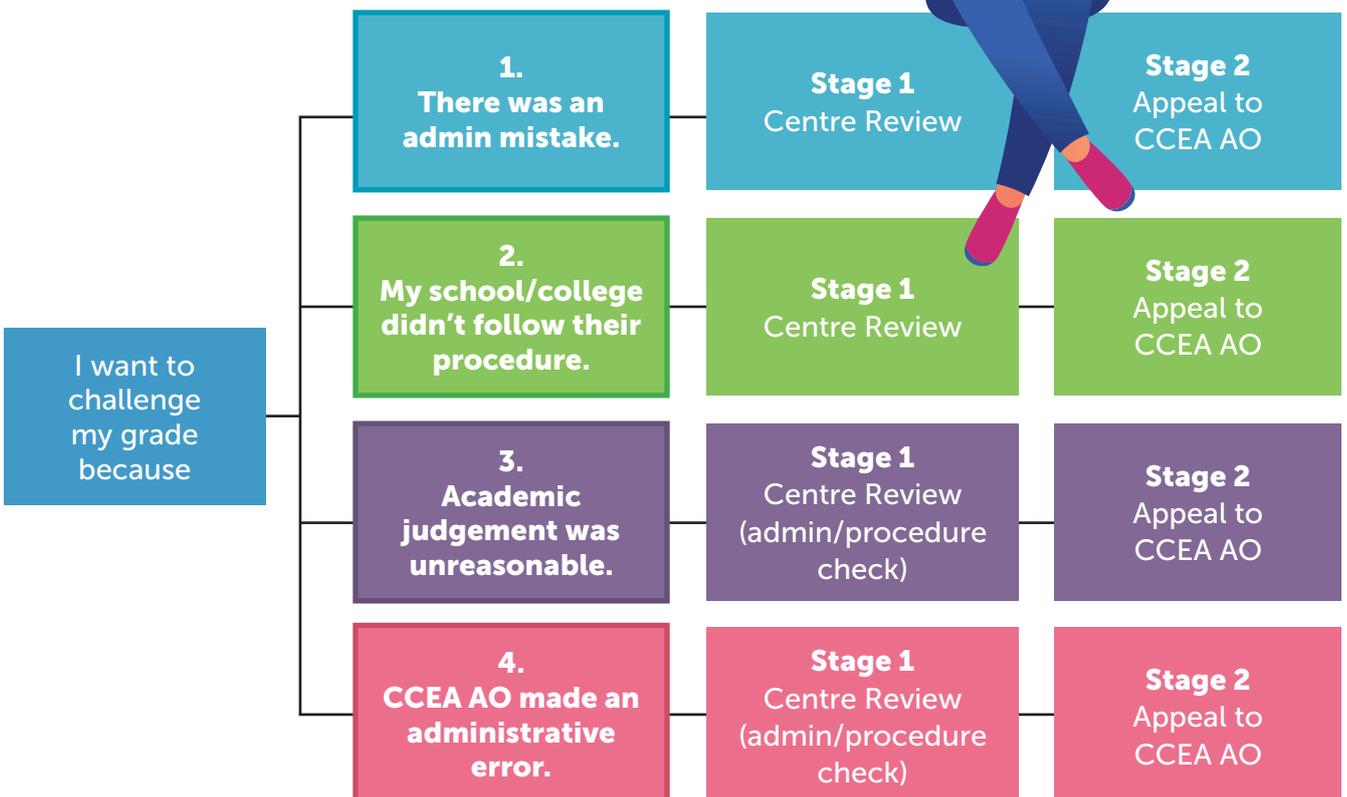
WHAT DO I NEED TO DO?

Once you receive your results and before you decide to request a review or an appeal, consider carefully if you think you should use the Post-Results Service, using the reasons we have outlined above.

To help you decide whether to ask for a Centre Review or Appeal to CCEA AO, you can request that your school or college shares the following information with you:

- » their Centre Determined Grades policy;
- » the evidence used to determine your CDG, along with any individual marks or grades; and
- » details of any special considerations that might have been taken into account in determining your grade.

If, after receiving these materials, you decide to request a Centre Review or Appeal to CCEA AO, you should submit the Post-Results Service Submission Form as soon as possible.



WHAT ARE THE DEADLINES?

You need to meet the following deadlines so that your school or college and CCEA can process requests as quickly as possible.

FOR PRIORITY APPEALS:

If your higher education place is depending on the outcome of an Appeal to CCEA AO, your school or college will make a priority appeal. This must be sent to CCEA by **23 August 2021**. You should also inform the university or other provider that you are making an appeal so that they can decide how to handle your offer.

The timeline for priority appeals is as follows:

| | |
|------------------------|---|
| 10 August to 16 August | You should submit a request for a Centre Review. |
| 10 August to 20 August | Your school or college will complete a Centre Review . |
| 10 August to 23 August | Your school or college can submit a Priority Appeal to CCEA AO . |

FOR NON-PRIORITY APPEALS:

If you are not relying on the outcome of an appeal to be accepted by a higher education provider, but you do want to request an Appeal to CCEA AO, your centre needs to submit this by **17 September 2021**.

The timeline for non-priority appeals is as follows:

| | |
|---------------------------|---|
| 10 August to 3 September | You should submit a request for a Centre Review. |
| 10 August to 10 September | Your school or college will complete a Centre Review . |
| 10 August to 17 September | Your school or college can submit an Appeal to CCEA AO . |

WHERE CAN I FIND SUPPORT?

If you need any support after receiving your grades, you should first of all speak to your school or college – they will be able to give you advice on what to do next and support you through the process.

If you are expecting A level results and the grade you receive isn't what you need to meet your university offer, don't worry – there are things you can do. You can:

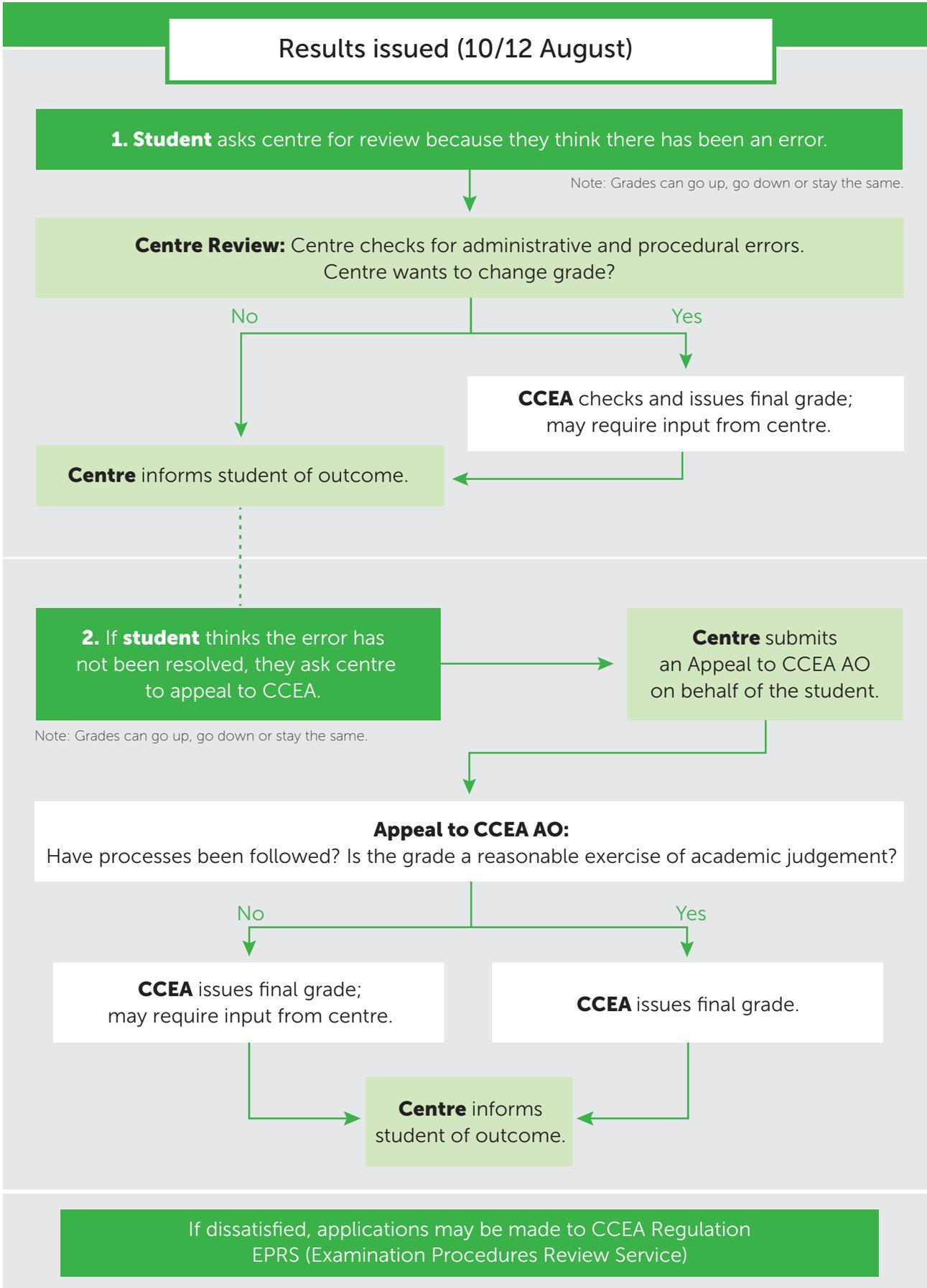
- » speak to your school or college;
- » contact the Careers Service by phoning 0300 200 7820, by email or webchat through www.nidirect.gov.uk/campaigns/careers; and/or
- » contact your university admissions office.

You can also find some useful links on the CCEA website at www.ccea.org.uk, and you may wish to use the CCEA Helpline by emailing helpline@ccea.org.uk or calling (028) 9026 1220.



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Appendix 1: Process Overview



Appendix 2: Sample Post-Results Service Submission Form

Important Information for Students

What may happen to your grade during the Centre Review and Appeal to CCEA Awarding Organisation?

If you ask your school or college to undertake a Centre Review of your grade, or if you subsequently ask for an appeal to be submitted to CCEA Awarding Organisation (AO), there are three possible outcomes:

- your original grade goes down, so your final grade may be lower than the original grade you received;
- your original grade stays the same, so there is no change to your grade; or
- your original grade goes up, so your final grade may be higher than the original grade you received.

To initiate a Centre Review, you must complete the form below. You can sign the form with an electronic, handwritten or typed signature. This confirms to your school or college that you have understood what the outcome might be, at any stage of the Centre Review and appeals process, and that you give your consent to a Centre Review and, should you wish, a subsequent Appeal to CCEA AO. A Centre Review or appeal cannot be withdrawn once a finding has been made.

If you believe an error persists once you have received the outcome of the Centre Review and you wish to progress to an Appeal to CCEA AO, you should discuss this as soon as possible with your school or college and ask them to submit your appeal on your behalf. CCEA AO needs to receive an application for appeal from your school or college by **23 August 2021** for priority appeals (those with higher education places pending the outcome of an appeal) or **17 September 2021** for non-priority appeals.

What is a priority appeal?

A priority appeal is for students whose higher education place is pending the outcome of an appeal. You should inform your preferred higher education provider that you have requested a Centre Review or Appeal to CCEA AO.

What is your UCAS personal identifier?

Your UCAS personal identifier is the 10 digit code included in all correspondence from UCAS. This is needed to confirm that a student's place is pending the outcome of an appeal.

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Stage 1 – Centre Review

A. Student Request

This section is to be completed by the **student**.

If you need help completing this section, please speak to your school or college.

| | | | |
|--------------------|----------------------|----------------------|----------------------|
| Centre Name | <input type="text"/> | Centre Number | <input type="text"/> |
|--------------------|----------------------|----------------------|----------------------|

| | | | |
|---------------------|----------------------|-------------------------|----------------------|
| Student Name | <input type="text"/> | Candidate Number | <input type="text"/> |
|---------------------|----------------------|-------------------------|----------------------|

| | | | |
|---|---|---|----------------------|
| Qualification title including level, e.g. GCSE | <input type="text"/> | | |
| Centre Determined Grade issued | <input type="text"/> | | |
| Are you applying for a priority appeal? | <input type="checkbox"/> Yes <input type="checkbox"/> No | If Yes, provide your UCAS personal identifier. | <input type="text"/> |

| | | | |
|---|--------------------------|---------------------------------------|--------------------------|
| Grounds for Centre Review Please tick the grounds upon which you wish to apply for a Centre Review. | | | |
| Administrative error by the centre | <input type="checkbox"/> | Centre did not follow their procedure | <input type="checkbox"/> |

| |
|---|
| Supporting evidence Please provide a short explanation of what you believe went wrong and how you think this has impacted your grade. |
| <input type="text"/> |

| | | |
|--|--------------------------|----------------------|
| Acknowledgement I confirm that I am requesting a Centre Review for the qualification named above and that I have read and understood the information provided in the Important Information for Students section above. In submitting this review, I am aware that: | | |
| <ul style="list-style-type: none">the outcome of the review may result in my grade going up, going down or staying the same; andthe next stage (Stage 2 – Appeal to CCEA AO) may only be requested once the Centre Review (Stage 1) has been requested and concluded. | | |
| Student Name | Student Signature | Date |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

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B. Centre Review Outcome

This section is to be completed by the **centre**.

| Centre Review Outcome | | | |
|--|--------------------------|---------------------------------|--------------------------|
| Please tick the outcome of the review. | | | |
| Upheld | <input type="checkbox"/> | Not upheld | <input type="checkbox"/> |
| Original Centre Determined Grade | <input type="checkbox"/> | Revised Centre Determined Grade | <input type="checkbox"/> |

| Information considered by the centre |
|---|
| Please provide a short explanation of the evidence that you have reviewed. |
| <p style="text-align: center; font-size: 48px; opacity: 0.3; transform: rotate(-30deg);">SAMPLE</p> |

| Rationale for the outcome of the Centre Review |
|---|
| Outline the centre's findings from the Centre Review including, where appropriate, rationale for any proposed grade change. |
| <p style="text-align: center; font-size: 48px; opacity: 0.3; transform: rotate(-30deg);">SAMPLE</p> |

| Authorisation and dates of next stages | | | |
|--|--|---|--|
| Name of authoriser | | Date submitted to CCEAAO if appropriate | |
| Date CCEAAO decision and rationale issued to student | | Date student informed of Stage 2 submission | |

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Stage 2 – Appeal to CCEA AO

This section is to be completed by the **student**.

If you need help completing this section, please speak to your school or college.

Grounds for Appeal

Please tick the grounds upon which you wish to appeal.

| | |
|---|--------------------------|
| 1. Administrative error by CCEA AO | <input type="checkbox"/> |
| 2. Administrative error by the centre | <input type="checkbox"/> |
| 3. Centre did not follow their procedure | <input type="checkbox"/> |
| 4. Unreasonable exercise of academic judgement | |
| a. Selection of evidence | <input type="checkbox"/> |
| b. Determination of Centre Determined Grade | <input type="checkbox"/> |

Supporting evidence

Please provide a short explanation of what you believe went wrong and how you think this has impacted your grade.

SAMPLE

Acknowledgement

I confirm that I am requesting an appeal for the qualification named above and that I have read and understood the information provided in the Important Information for Students section above.

- I am aware that the outcome of the appeal may result in my grade going up, going down or staying the same.
- I understand that there is no further opportunity to appeal to CCEA AO and that the next stage would be to contact the regulator. CCEA AO will include the next appropriate steps, where applicable, in its appeal outcome letter.

Student Name

Student Signature

Date