

## **Summer 2021**

### **Results, Appeals and Post-Results Services**

### **Information for Students**

This document provides the following information regarding the awarding of grades this summer 2021:

- The awarding process for summer 2021 – links to relevant documentation
- Appeals and post-results services
- Autumn 2021 exam series
- Certificate collection arrangements

This document will be published on our website and was correct at the time of original publication on Wednesday 21 July 2021, however updates may be required should Ofqual, the Joint Council for Qualifications (JCQ) or the awarding bodies release further information. All updates will be highlighted in yellow and the 'Last Updated' date below will be amended.

All enquiries should be emailed to [grades2021@fullbrook.surrey.sch.uk](mailto:grades2021@fullbrook.surrey.sch.uk)

**LAST UPDATED: Wednesday 21 July 2021**

#### **1. Information and links to documentation**

All of the below links can be accessed via the Summer 2021 Awarding Process section of the Fullbrook website:

<https://www.fullbrook.surrey.sch.uk/exam-summer2021/>

#### **Fullbrook Documents**

##### **Fullbrook Centre Policy: Determining Teacher Assessed Grades: summer 2021**

[https://secureservercdn.net/160.153.137.14/gpc.612.myftpupload.com/wp-content/uploads/2021/07/Summer-2021-Fullbrook-Centre-Policy\\_for-Determining-TAGs-2021\\_FINAL.pdf](https://secureservercdn.net/160.153.137.14/gpc.612.myftpupload.com/wp-content/uploads/2021/07/Summer-2021-Fullbrook-Centre-Policy_for-Determining-TAGs-2021_FINAL.pdf)

##### **Results days letter summer 2021 – July 2021**

[https://secureservercdn.net/160.153.137.14/gpc.612.myftpupload.com/wp-content/uploads/2021/07/Results-days-letter-summer-2021\\_VI.pdf](https://secureservercdn.net/160.153.137.14/gpc.612.myftpupload.com/wp-content/uploads/2021/07/Results-days-letter-summer-2021_VI.pdf)

##### **Appeals Information Letter – July 2021**

<https://secureservercdn.net/160.153.137.14/gpc.612.myftpupload.com/wp-content/uploads/2021/07/Appeals-July-2021.pdf>

#### **Documentation from DfE, Ofqual, JCQ**

##### **Ofqual Student guide to awarding: summer 2021**

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

##### **Ofqual – Awarding qualifications this summer 2021**

<https://www.gov.uk/government/publications/awarding-qualifications-in-summer-2021>

Fullbrook has followed guidance and regulations from Ofqual, the JCQ and Awarding Bodies to produce this document. Links to their documentation are provided here:

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

Ofqual guidance on Awarding qualifications in summer 2020 <https://www.gov.uk/government/collections/gcse-as-and-a-level-qualifications-in-2021>

## **JCQ Guidance for students, parents and guardians summer 2021**

<https://www.jcq.org.uk/wp-content/uploads/2021/03/JCQ-Guidance-for-Students-and-Parents-on-Summer-2021.pdf>

## **DfE – information for students about appeals**

<https://educationhub.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/>

## **2. Enquiries about results**

Following the publication of results, senior members of staff will be available by appointment for any student who wishes to discuss their results and do not already have an appointment, which have been communicated by Heads of Learning. The Fullbrook exams office team will also be available to assist students with any queries relating to results and post-results services. Students should email [grades2021@fullbrook.surrey.sch.uk](mailto:grades2021@fullbrook.surrey.sch.uk) for such requests. Advice is also available by email.

The National Careers Service Exam Results Helpline offers advice each year for students who have not received the results they had hoped for (phone: 0800 100 900, open Monday – Sunday 8am–10pm <https://nationalcareers.service.gov.uk/>). Ofqual will also make a helpline available to students and their parents/carers to talk about the appeals process and any other questions they may have their results this summer.

For any questions about higher education application and admissions you should contact the relevant institution directly. You can also contact UCAS for more information.

[UCAS website](#) Tel: 0371 468 0 468 (Lines are open Monday to Friday, 08:30 to 18:00) (<https://wwwucas.com/undergraduate/results-confirmation-and-clearing/who-contact>

UCAS will be running a series of live events on the [UCAS Facebook](#) page where you can ask questions about your application <https://www.facebook.com/ucasonline>.

Further information and links can be found in the ‘[Ofqual student guide to awarding summer 2021](#)’ document <https://www.gov.uk/government/publications/student-guide-to-awarding-summer-2021>

Ofqual, the JCQ and awarding bodies may also produce further information and Fullbrook will signpost students to any relevant information at results time.

## **3. Appeals**

To help students decide whether an appeal is required, we have previously shared with you the following information:

- Basket of evidence for each subject (available in SLE)
- Centre Policy ([available on our website](#))
- Exam/Assessments Access Arrangements (via 1:1 meeting with Learning Support Team and/or F6 Student Support Team)
- Raw Scores/Marks for Basket of Evidence (sent by email)

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Ofqual guidance on Awarding qualifications in summer 2020 <https://www.gov.uk/government/collections/qcse-as-and-a-level-qualifications-in-2021>

## What may happen to your grade during the centre review and appeals process?

If you request a centre review or an exam board appeal there are three possible outcomes:

- Your original grade is lowered, so your final grade will be lower than the original grade you received.
- Your original grade is confirmed, so there is no change to your grade.
- Your original grade is raised, so your final grade will be higher than the original grade you received.

Once a finding has been made you cannot withdraw your request for a centre review or exam board appeal. If your grade has been lowered you will not be able to revert back to the original grade you received on results day.

There are two stages to the appeals process:

### Stage 1: Centre Review

Where a student thinks there may be an error with their grade, they can ask the centre to check whether it made an administrative error, a procedural error, or both:

- An administrative error which may have occurred in recording a grade or submitting a grade to the exam board (e.g. the wrong grade has been entered)
- A procedural error means failure to follow the Centre Policy (e.g. access arrangements not applied)

### Stage 2: Exam Board Appeal

If a student still doesn't think they have the correct grade after the centre review is complete, they can ask school to appeal to the exam board, who will review whether:

- Fullbrook made an unreasonable exercise of academic judgement in the choice of evidence from which the grade was determined and/or in the determination of your grade from that evidence
- Fullbrook made an administrative error or did not apply a procedure correctly (in line with the Centre Policy)
- The exam board made an administrative error

Following the outcome of an exam board appeal, if the student believes the exam board has made a procedural error in handling the appeal, they can apply to Ofqual's Exam Procedures Review Service (EPRS) to review the process undertaken by the exam board.

### Deadlines

Students should submit their appeal request forms by the deadlines specified below:

	Priority Appeals	Non-priority Appeals
Deadline to request Stage 1 Centre Review	16 August 2021	03 September 2021
Deadline to request Stage 2 Exam Board Appeal	19 August 2021	10 September 2021

- Any school/centre review request (stage 1) that is not a priority appeal, received **by** 13 August will be processed and decided by 03 September.
- Any stage 1 appeals received **after** 13 August will not be processed **until after** 03 September.

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Ofqual guidance on Awarding qualifications in summer 2020 <https://www.gov.uk/government/collections/qcse-as-and-a-level-qualifications-in-2021>

- Any subsequent stage 2 appeals that are not priority appeals, will be processed and submitted to exam boards **from** 03 September.

### What is a priority appeal?

A priority appeal is only for students applying to higher education who did not attain their first 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 and keep them updated on the status of your appeal.

### How to request a Centre Review / Exam Board Appeal

If a student wishes to apply for a Centre Review (and subsequent Exam Board Appeal), they should do so by visiting the school website. Here the appropriate request form can be downloaded. Completed forms should be emailed to [grades2021@fullbrook.surrey.sch.uk](mailto:grades2021@fullbrook.surrey.sch.uk).

Fullbrook will send all appeal outcomes to the student school email address.

Students should be aware of the important information below, prior to submitting a request:

- Candidates can only make a Stage 1 Centre Review following the publication of results; (A-Level results day is Tuesday 10 August and GCSE results day is Thursday 12 August)
- At both stages of the appeals process, the student (not the parent/carer) must submit the appeal to Fullbrook and give their written consent to conduct the appeal on their behalf.
- It is vital to remember that the grade could go **UP** or **DOWN (or remain the same)** through either stage of the process
- A Stage 1 Centre Review must be completed and the outcome received by the student before progressing to a Stage 2 awarding organisation (exam board) appeal.
- Fullbrook will send the student notification of the appeal outcome by email (sent to the student school email address).
- Appeals request forms must be received by the Fullbrook deadlines. Any forms received after this deadline will only be processed subject to approval by the Exams Officer and, in accordance with exam board deadlines.

## 4. Subject Access Requests

A pupil may wish to make a Subject Access Request (SAR) following the publication of GCSE and A-Level grades this summer. A SAR, is a request for the personal information that an organisation has about an individual. In the case of examination grades, a SARs request is **not an appeal** against a grade awarded. You should refer to the published information about the formal appeals process and the relevant timeline outlined in section 2.

A request for information through a SAR can only request information we have about you.

The information a pupil may have recorded during an exam or assessment is exempt from the SAR provisions in the GDPR. We are therefore not required to share:

- Exam answers
- Workings or drafts submitted alongside exam papers

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- Copies of coursework
- Mock exams
- Marks and associated weighting or grade boundary information

This type of information associated with exam/assessment will be provided as part of the appeals process.

All Subject Access Requests are made through our academy trust - GEP Academies – and should be made through the [Statutory Request Portal](https://servicerequest.gepacademies.com/portal/page/10-statutory-request-portal) (<https://servicerequest.gepacademies.com/portal/page/10-statutory-request-portal>).

Most requests will be responded to within 1 calendar month and will be sent to the school email account of the pupil making the SAR for security purposes.

## 5. **Additional Autumn Exam Series 2021**

Any student who was originally entered for an exam this summer and would like an opportunity to improve their grade may choose to enter the additional Autumn Exam Series 2021. A link to the application of entry form is below.

	<b>Examination Dates</b>	<b>Deadline to submit Application of Entry Form</b>
GCE (AS and A-Level)	Monday 4 – Friday 22 October 2021	Wednesday 26 August 2021
GCSE (English Language and Maths)	Monday 1 – Tuesday November 2021	Monday 6 September 2021
GCSE (All other subjects)	Monday 15 November – Friday 3 December 2021	Monday 6 September 2021

Candidates should consider their options carefully and may like to speak to Fullbrook staff to help them make an informed decision about whether to enter examinations for Autumn 2021. Fullbrook advise students to take into account whether their awarded grade will prevent them from accessing their chosen further education provider/course of study or from entering employment before deciding upon making an entry for the Autumn 2021 series. It is also important that students are fully prepared to sit examinations and should consider whether they will have had time to complete any further study and revision they may require. Students are responsible for ensuring that they are fully prepared for all examinations.

Students wishing to enter for Autumn 2021 will sit their exams at Fullbrook. In exceptional circumstances, for example where a candidate has moved away, it may be possible to transfer entries to an alternative centre.

### **GCSE English Language and Maths – Grade 3 and under**

Students who would normally be entitled to take GCSEs in English Language and Maths in November will also be able to take exams in those subjects. This applies to any student over the age of 16 who has not achieved a grade 4 or above that is required for their chosen further education course(s) of study. Candidates should in this case first seek to enter for these qualifications with their further education provider, where available.

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## Non-Exam Assessment & Endorsements

With the exception of Art and Design, there will be no non-exam assessment for Autumn 2021 and all results will be based upon examination performance alone. For Art and Design grades will be based on performance in a new set task, taken under normal supervised conditions and marked by the exam board.

Students will be able to carry forward their endorsements for A-level practical science and geology and GCSE English Language into the Autumn 2021 series.

## Results and Post Results Services for Autumn 2021

Results Day (Autumn 2021 Exams)	Qualification type
16/12/2021	GCE (AS, A Levels) and other Level 3 qualifications
13/01/2022	GCSE (English Language and Maths only)
24/02/2022	GCSE (all other subjects)

Normal review of marking and appeal arrangements will apply to the autumn series and these details will be published upon confirmation of entries.

Ofqual have determined that both the result(s) awarded in summer 2021 and the result awarded for Autumn 2021 will stand. Students who wish to only show the higher of these grades on their certificates will be able to request a replacement certificate from the relevant exam board. There may be a fee for this service.

## Autumn 2021 Entry Deadlines

Candidates may enter for the Autumn 2021 exam series by completing the **'FBK EXAMS FORM 4.1/4.2 - Autumn 2021 Application for GCE / GCSE Entry'** available on our website <https://www.fullbrook.surrey.sch.uk/exams-summer2021/>. Completed forms should be submitted by email to the exams office ([exams@fullbrook.surrey.sch.uk](mailto:exams@fullbrook.surrey.sch.uk)) according to the deadlines specified. Any forms received after the deadline will only be processed subject to approval by the Exams Officer and, in accordance with Exam Board deadlines.

	Deadline to submit Application of Entry Form
GCE (AS and A-Level)	Wednesday 26 August 2021
GCSE	Monday 6 September 2021

## Entry Fees

Fullbrook will pay the exam board fees for the Autumn exam series for all (ex)Fullbrook students that were entered at Fullbrook for summer 2021 exams, providing that candidates adhere to all deadline requirements and attend all examination dates. Where candidates do not comply with the Fullbrook deadlines or they do not attend all exams for the qualification, they will be charged the full qualification fee, plus an administrative fee of £25. Exam board examination fees shown in the

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application forms are based on the awarding body fees as published for summer 2021, and as such may be increased or decreased accordingly.

## 6. Certificates for Summer 2020

Certificates will not be received by Fullbrook until November 2021. Once all certificates have been checked and verified they will be available for collection during the collection periods below:

	<b>Certificate Collection Periods</b>
<b>F6 Students</b> (on-roll in December 2021)	<b>29 November – 03 December 2021</b> Certificates available from the F6 Student Support Office Students should contact Mrs South in advance to arrange a time for collection
<b>Ex-students</b>	<b>06 December – 15 December 2021</b> <u>Collection by appointment only</u> (appointment booking will open on 29 November and a link to the booking system will be available on the exams page of our website <a href="https://www.fullbrook.surrey.sch.uk/exams-summer2021/">https://www.fullbrook.surrey.sch.uk/exams-summer2021/</a> ) Monday – Friday between the hours of 08:30am and 10:00am or 11:30am – 2:45pm from reception

### Important Information:

- The candidate named on the certificate must collect their certificates in person and show valid photo ID on collection. Alternatively, students can nominate someone to collect on their behalf. This must be done in writing (in advance via email by completing the relevant section on 'Form 5 Alternative Arrangements for Certificate Collection') – then that named individual must show valid photo ID when collecting
- You will be required to show valid photographic identification
- You will be asked to check and sign for receipt of your certificates (you may wish to bring your own pen for this)
- All visitors must wear a face covering at all times whilst on the school site and use the hand sanitiser points on entry and exit of buildings
- Please enter the school from the main gates and go straight to reception where your certificates will be ready for collection
- Only one visitor is allowed to enter reception at a time – please use the intercom on the entrance door and wait to be invited in

### Postage and alternative arrangements

Students or Ex-students who are unable to collect certificates may either nominate someone to collect on their behalf or can request for these to be posted by a 'tracked and signed for' service (for which a fee of £5 applies for secure postage). All requests for certificate postage must be made

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in writing (via email to [exams@fullbrook.surrey.sch.uk](mailto:exams@fullbrook.surrey.sch.uk) by completing the relevant section on 'Form 5 Alternative Arrangements for Certificate Collection'). Requests are processed weekly (during term time) and certificates will only be posted once payment has been received in full.

### FORM 5 – Alternative Arrangements for Certificate Collection

#### **Uncollected Certificates**

Please note that Fullbrook are only required to retain uncollected certificates for a period of one year, after which point they may be securely destroyed in accordance with JCQ regulations. Fullbrook would like to make you aware that some Exam Boards do not offer a replacement certificate service and in such circumstances will issue a Certifying Statement of Results, which may incur a fee.

#### **7. Payment Information**

Where payment is required, it must be received in full prior to any services, entries and requests being processed.

Payments should be made by BACs:

Sort code: 40-47-08

Account number: 42272822

Account name: Fullbrook

All payments must have the following reference so payments can be identified:

EXAMS, followed by your CANDIDATE EXAM NUMBER and your LAST NAME (or as much of LAST NAME as character limit allows).

For example: EXAMS1234SEDDON

Should you have any problems with payments via BACs please contact the Exams Office to discuss alternative payment methods.

No student will be penalised due to inability to pay and, should this difficulty arise, please do not hesitate to contact the exams office in confidence ([exams@fullbrook.surrey.sch.uk](mailto:exams@fullbrook.surrey.sch.uk)).