

APPEALS PROCESS – TEACHER ASSESSED GRADE APPEALS (SUMMER 2021)

(FURTHER EDUCATION ONLY)

This appeals process applies to the Teacher Assessed Grade results issued by awarding bodies in August 2021 (GCSE & A Levels and some other vocational qualifications).

There are separate processes for:

- vocational qualification results where these are not based on Teacher Assessed Grades
- exam results decisions for Higher Education courses at the college
- decisions not to enrol someone on a course at the college
- accessing personal information about course grades
- asking the college to enter someone for an exam re-sit

Important

If you wish to improve your grade, you will need to re-sit your exam rather than relying on the limited Teacher Assessed Grade appeal process. The deadline for applying to the college to re-take your exam in the autumn term of 2021 will be confirmed when available.

Any re-sit requests received after the deadline will not be processed.

Teacher Assessed Grade appeals

In normal years, learners can apply for checking or re-marking of exam scripts and can complain about any errors in the process or exam arrangements. For the vast majority of courses, exams and assessments were cancelled in summer 2021 and replaced by Teacher Assessed Grades (TAGs). For TAGs, there are no exam scripts to check or re-mark, and there were no exam arrangements that could give rise to a complaint. The exams regulator has therefore put in place special arrangements for how appeals can be made for the summer 2021 results.

Centre review (internal appeal)

If you think the college may not have followed its processes or may have made an error in submitting your Teacher Assessed Grade to the exam board, you can ask the college to check for any such error or failure of process, using this appeal procedure. **The centre review (internal appeal) can change a learner's grade upwards or downwards, or leave it the same.**

The exam regulator requirements for Teacher Assessed Grades in 2021 include:

- **consideration of an appropriate range of evidence**
- **balancing and evaluation of the evidence**
- **proper provision and consideration of any reasonable adjustments for additional learner needs**
- **consideration of any mitigating circumstances before submitting the grade**

The internal appeal process will check that the college has followed these processes, that no errors have been made, and that there has been no bias/discrimination. This review will be carried out by a senior manager who has not been involved in the original assessment of grades. The review will not involve a re-marking of any evidence used.

The internal appeal will consider **all** of the arguments and evidence that you raise, but the four areas above are issues that you may wish to focus on in your appeal.

Centre review (internal appeal) process

All Teacher Assessed Grade appeals must be submitted via the [online form](#) or emailed using the [attached form](#) to appeals@loucoll.ac.uk. Alternatively, a hard copy can be printed and completed and sent addressed to Appeals, Executive Office, Loughborough College, Radmoor Road, Loughborough LE11 3BT.

Appeals must be signed by the learner. A parent or carer's signature will only be permitted where the college has signed permission from the learner for the parent/carer to act on the learner's behalf.

Appeals must include:

- Your full name and student number
- Your contact details, including email address and phone number
- Details of the courses you studied (e.g. A Level Maths, Physics & Chemistry)
- Which results you are appealing about (e.g. A Level Maths only)
- The Teacher Assessed Grade(s) you were awarded
- Why you are appealing, including where appropriate:
 - Any issues with the range of evidence used?
 - Any issues with how that evidence was balanced/evaluated?
 - Were there reasonable adjustments that should have been in place but were not provided, or were these adjustments not properly taken into account?
 - Were there any mitigating circumstances that the college knew about but didn't take into account, or other special factors
- Anything else you think the college has done wrong in arriving at the Teacher Assessed Grade.
- You should also include any evidence you have that supports your appeal.

Urgent appeals

If your internal appeal is urgent because you need the result to progress to your next stage of education or work:

- please mark your appeal as URGENT and send it to the college by 3pm on 16th August 2021;
- you will receive a decision by 20th August;
- if you then wish to appeal further to the exam board, you must ask the college to do so by 9am on 23rd August.

Due to the short timescales for urgent appeals, you must submit all of your evidence before the appeal deadline.

All other appeals

If your internal appeal is not urgent because you do not need a different result in order to progress to your next stage of education or work:

- send in your appeal as soon as possible and no later than 3pm on 3rd September 2021;
- you will receive a decision by 10th September;
- if you then wish to appeal further to the exam board, you must ask the college to do so by 9am on 17th September.

If you do not have all of the evidence available, send in your appeal anyway and explain what further evidence you will provide and when you expect it to be available.

When the appeal is received, we will acknowledge receipt and pass it to the exams team to prepare a response.

Appeal Panel

Internal appeals will be decided by a senior manager in the college with no connection to the decision or process you are appealing about. Appeals will normally be dealt with based on the written information put forward by you and by the exams team (without a hearing).

Exceptionally, if the person considering the appeal decides that the appeal needs to be dealt with at a hearing with you and the exams team present, you will be invited to a telephone hearing. You will be provided with the date and time of any hearing at least three working days beforehand. All hearings will take place by phone, lasting around 30 minutes. You will be invited to explain your reasons for appealing and to present your evidence, and the exams team will be asked to explain why they disagree with you. If you do not join the hearing, the decision will be made on your written appeal and any evidence you have already submitted.

For urgent appeals, the outcome of the appeal will be sent to you in writing by 20th August. For all other appeals, the outcome will be sent to you in writing by 10th September.

Right of further appeal to exam board: Exam board appeals

If the College finds an error

If the college believes that we have made an error and need the exam board to change it, we will inform the exam board and provide the necessary evidence to them to change the grade. This may be the result of an internal appeal, or because we discover an issue ourselves.

On behalf of the learner

Under exam board rules, only the college can submit an appeal to the exam board. If you do not accept the result of an internal appeal and still want to pursue the matter to an external appeal, the college will submit an appeal on your behalf if you meet the exam board conditions, including their deadline for appeals. Our decision letter from the internal appeal will explain how you can appeal further to the exam board, including any requirements the exam board sets out for appealing to them.

If the internal appeal is unsuccessful and you still want to appeal to the exam board, the exam board will check that the college has properly and consistently followed its own processes and the exam board requirements, as well as reviewing the evidence used by the college to form its judgment. The exam board will carry out a review as to whether the grade awarded was a reasonable exercise of academic judgment. Any argument that the exam board has itself made an administrative error will also be dealt with by an external appeal. **The exam board can change a learner's grade upwards or downwards (or leave it the same).**
