

APPEALS PROCESS – EXAMS RESULT APPEALS (SUMMER 2020)

(FURTHER EDUCATION ONLY)

This appeals process applies to the exam results issued by awarding bodies in August 2020 (GCSE & A Levels and other vocational qualifications).

There are separate processes for:

- decisions not to enrol someone on a course at the college
- exam results decisions for Higher Education courses at the college
- accessing personal information about grades and ranking
- asking the college to enter someone for an exam re-sit

The deadline for applying to the college to take an exam in the autumn term of 2020 is 28th August 2020. Any requests received after this deadline will not be processed.

Exam result 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 2020. There are no scripts to check or re-mark, and there were no exam arrangements that could give rise to a complaint. The exams regulator has therefore limited the types of appeals that can be made for the summer 2020 results:

- Learners cannot appeal against the Centre Assessed Grade (the grade submitted by the college to the exam board).
- Learners cannot appeal on the grounds that they think they would have done better in the actual exam.
- The route to appeal on the grounds of mock exam results is now not available. Mock exam results were part of the evidence colleges took into account when determining CAGs for students.

Error check

If you think there may have been an error by the college in submitting the Centre Assessed Grade, you can ask the college to check whether an error was made. Please email the exams team (ExamSharedMailbox@loucoll.ac.uk) and they will respond to you and inform you of the result. If the exams team agrees that there has been an error, they will take the appropriate action. This may be for the college to appeal to the exam board.

Bias/Discrimination appeal

If you have evidence of bias or that you were discriminated against and that this affected your Centre Assessed Grade or ranking, you can complain to the college using this appeal process.

Appeal process

All exam result appeals must be sent in by email to appeals@loucoll.ac.uk , or using the appeals form 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 (eg A Level Maths, Physics & Chemistry)
- Which results you are appealing about (eg A Level Maths only)
- The grade(s) you were awarded by the exam board
- Your Centre Assessed Grades (CAGs)
- Why you are appealing –A claim of bias or discrimination?
- Why you think something has been done wrong
- You should also include any evidence you have that supports your appeal.

You should send in your appeal as quickly as possible, and at the latest within 14 days from 20th August 2020. 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.

Appeal Panel

Appeals will be decided by a senior manager in the college with no connection to the decision or process you are appealing about and one other manager. Appeals will normally be dealt with based on the written information put forward by you. If the person considering the appeal decides that the appeal needs to be dealt with at a hearing, you will be invited to a telephone hearing.

You will be provided with the date and time of the 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. The outcome of the appeal will be sent to you in writing, normally within a week of the hearing.

Further steps

The outcome of the appeal process is final. If you have evidence of bias or discrimination and the college fails to deal with this, you can pass the evidence directly to the exam board who can investigate claims of malpractice.