

Appeals Process for Vocational and Technical Qualifications – Summer 2021: A Guide for Students, Parents and Carers

As you will be aware, given the impact of the COVID-19 pandemic, in January 2021 the Government announced that examinations and assessments would not go ahead as planned for most qualifications. Instead, it was decided that qualification outcomes would be determined by teachers, based upon a range of evidence verified by the school or college (the 'centre'). These results are then reviewed by the Awarding Organisations (also known as exam boards) before awarding final grades reflecting your performance on course content that you have been taught.

Detailed guidance for each stage of this process has been provided to centres and Richmond upon Thames College has followed this guidance closely and in full.

One of the requirements of the guidance is that centres have in place a clear appeals process so that, if you believe an error has been made in determining your grade, you are able to submit an appeal. The appeals process is summarised below.

Results Days

A levels and Level 3 Vocational & Technical Qualifications:	Tuesday 10 th August 2021
GCSEs and relevant Level 2 Vocational & Technical Qualifications:	Thursday 12 th August 2021

Appeals Process

Teacher Assessed Grades (TAGs) are used for some Vocational and Technical qualifications (where learners are not completing their qualifications in the normal way). The Teacher Assessed Grades were determined by the staff at the College and are based upon a range of evidence. Unlike the Centre Assessed Grades (CAGs) awarded in 2020, which were based on teachers' evaluation of what students *would have* achieved had the examinations and assessments not been cancelled, the TAGs awarded in 2021 are based on the standard that students *have* achieved in elements of the course that it has been possible to teach. The grades go through a number of stages, including moderation and administrative checking, before submission to the Awarding Organisations.

If you believe an error has been made in determining your grade, you have the right to appeal. There are two stages to the appeals process:

Stage 1: centre review

If you don't think that you have been issued with the correct grade, you can appeal to the College, and we will review whether:

- an administrative error has been made (e.g. mixing up two students with similar names, or making a mistake when uploading a grade from our records to the exam board's online portal)
- a procedure was not applied correctly (e.g. internal quality assurance was not undertaken or carried out correctly).

If you wish to submit a Stage 1 appeal, please download a Student Request Form from this [link](#), complete 'Stage 1 – Centre Review: Part A' only, and email the completed form to AssessmentAppeals2021@rutc.ac.uk with the words 'Stage 1 appeal' in the subject field of the email.

The centre number for Richmond upon Thames College is 14619. Your candidate number can be found on your results slip.

Please note that you may not submit a Stage 1 appeal before Results Day (see above) and the final deadlines for submitting a Stage 1 appeal to the College are as follows:

- **Monday 16th August 2021 – priority appeals** (i.e. those where a university or apprenticeship place is dependent on the outcome of the appeal)
- **Friday 3rd September 2021 – non-priority appeals** (i.e. all other appeals – this will be the majority)

The College will conduct the centre review for priority appeals by Friday 20th August and for non-priority appeals by Friday 10th September and you will be informed of the outcome of the review.

Stage 2: appeal to the exam board

If you still don't think that you have the correct grade after the centre review is complete, you can ask the College to appeal to the exam board, who will review whether:

- the College made an unreasonable judgement in the choice of evidence used to determine the grade and/or the determination of your grade from that evidence
(Note that a reasonable judgement is one that is supported by evidence; a judgement will not be considered unreasonable if you simply disagree with the grade, even if you put forward supporting evidence. Individual assessments will not be re-marked and the review will take a holistic approach based upon the overall evidence)
- the College did not apply a procedure correctly
- the exam board made an administrative error.

Please note that you may only submit a Stage 2 appeal after you have submitted a Stage 1 appeal and received the outcome of this appeal. If you wish to submit a Stage 2 appeal, you must do so on the same Student Request Form you submitted for the Stage 1 appeal and email it to AssessmentAppeals2021@rutc.ac.uk with the words 'Stage 2 appeal' in the subject field of the email.

The final deadlines for submitting a Stage 2 appeal to the College are as follows:

- **Monday 23rd August 2021 – priority appeals** (i.e. those where a university place is dependent on the outcome of the appeal)
- **Wednesday 15th September 2021 – non-priority appeals** (i.e. all other appeals – this will be the majority) – this is the final College deadline, to allow the College time to process the appeal and meet the exam board submission deadline of 17th September

Important note

At both stages of the process you will need to submit your appeal to the College and give your written consent to conduct the appeal or submit the appeal to the exam board on your behalf (your completed and emailed Student Request Form indicates your consent; an electronic signature will be accepted).

Your grade can go down, up or stay the same through either stage of the process.

Finally, if you believe the exam board has made a procedural error in handling your appeal, you can apply to Ofqual's Exam Procedures Review Service to review the process undertaken by the exam board.