



WESTMINSTER TUTORS

TEACHER ASSESSED GRADES APPEALS POLICY 2021

PERSONNEL:	Joe Mattei	Principal/Head of Centre
	Jason Poon	Examinations Officer
	Lu Qian	College Registrar

Introduction

This policy should be read in conjunction with the college *Examination Policy*, the *Data Protection Policy* and the *Complaints Procedure*. It refers specifically to the process to be used for appeals for Teacher Assessed Grades in the summer of 2021.

As per the college Centre Policy, Westminster Tutors implemented a high quality Teacher Assessed Grading process in the summer of 2021, involving rigorous quality assurance (QA) and numerous checks for accuracy. As a college, we therefore believe and hope that the number of appeals will be minimal, and that students reflect that the grades awarded are both accurate and a fair reflection of the work they completed during the assessment process. In order to keep students as informed as possible, all students were sent detailed lists of the work that were included in their subject portfolios.

However, if a student believes that the grade awarded is incorrect or inaccurate, they should follow the appeals process as set out below. This process is that as set out by JCQ:

JCQ Student Appeals Guide 2021

<https://www.jcq.org.uk/wp-content/uploads/2021/08/JCQ-Student-Appeals-Guide-2021.pdf>

JCQ Summer 2021 Student Handout

<https://www.jcq.org.uk/wp-content/uploads/2021/08/JCQ-Student-Guide-July-2021-Handout.pdf>

A Guide to Appeals Processes Summer 2021

https://www.jcq.org.uk/wp-content/uploads/2021/06/JCQ_Appeals-Guidance_Summer-2021.pdf

Appeals Process

Results will be emailed to all students at 8.30am on the morning of 10th August (A Levels) and 12th August (GCSEs). Attached to the results email will be this policy and the JCQ student handouts on the appeals process.

If a student believes that their grade is inaccurate or incorrect they should immediately contact the college. There are two grounds for appeal:

- 1) A **procedural or administrative error** by the college
- 2) An **unreasonable academic judgement** used in determining the grade, either in the choice of evidence used or the determination of the grade from that evidence.

The phone lines will be open at 9am on both 10th and 12th August, and both Jason Poon, Examinations Officer, and Joe Mattei, Principal, will be on hand to discuss any issues.

Appeals are in two stages. The first stage is a Centre Review, where the college checks to see if there has been a **procedural or administrative error**. A Centre Review must be conducted even if the student is appealing due to an **unreasonable academic judgement**.

All appeals must follow the two step process.

- 1) Stage One: Centre Review

This review is to ascertain if there have been any **procedural or administrative** errors, i.e. if we have made a mistake in the submission of your grade. This review must be made even if the parent or student believes that an error of judgement has been made in awarding the grade. Please contact the college immediately if you would like to appeal a grade, calling 020 7584 1288 or emailing info@westminstertutors.co.uk. The Principal is available initially to discuss or respond to the parent/student concerns informally. If the parent/student wishes to ask for a review, then the college will send them a *Centre Review Request Form*, which will require the following information:

- 1) Name, qualification title and grade awarded
- 2) UCAS ID if applying to university
- 3) If the appeal is a **priority**, i.e. if the grade has a material effect on the next stage of education e.g. a university offer
- 4) If you believe the error was:
 - a) **Procedural** i.e. the college didn't follow the correct procedures for awarding a grade, such as applying reasonable adjustments;
 - b) **Administrative** i.e. a simple mistake occurred e.g. in entering the grade;
 - c) An **unreasonable academic judgement** i.e. the grade awarded did not reflect the quality of the work in the portfolio or the work in the portfolio was not determined reasonably.

The form will also note, as this policy does, that any request for a review or appeal may result in the grade being raised, lowered or staying the same.

If the college accepts that an error has been made that has affected your grade, we will then contact the exam board requesting a change of grade. Students/parents will be informed that the college has followed this process, but no amended grades will be published until the exam boards have confirmed the amendments (there has been no published timeline for how long this may take).

If the college judges that no error has been made, or that any error did not affect the grade, we will endeavour to contact you within **24 hours** of the receipt of the review request form.

If on receipt of our decision you maintain that our decision is incorrect and an error did occur, including during the review process, then you can submit an appeal to the awarding organisation via the college. At this stage, you

can also confirm if you would like to continue your appeal based on an **unreasonable judgement**. For either of these grounds of appeal, please follow stage two, as below.

All requests for a Centre Review must be submitted **by 4pm on Monday 16th August**.

Please note that this deadline is earlier than the date as recommended by JCQ due to the small size of the college administrative staff and the need to process appeals before the college reopens in September.

2) Stage Two: Appeals to the Awarding Organisation

Any student who considers that there has been a procedural error, an administrative error or that their grade reflects an unreasonable exercise of academic judgement may submit a request for an awarding organisation appeal **after they have received the outcome of their Centre Review**.

If a parent/student wishes to appeal, then the college will send them an *Appeal to Awarding Organisation Form*.

Our centre must submit an appeal to the awarding organisation if the student considers that:

- a. the college did not follow its procedure properly or consistently in arriving at the result, or during the centre review;
- b. the awarding organisation made an administrative error in relation to the result;
- c. the college made an unreasonable exercise of academic judgement in the choice of evidence from which to determine the grade and/or the determination of that grade from the evidence.

The form will require a student signature stating that they are aware and accept that grades may be raised, lowered or stay the same as the result of an appeal.

The information the awarding organisation will require when a student appeal is submitted includes:

- a. what they consider the centre failed to do, why that was a failure to follow the centre's procedures, and why that failure was important to the determination of the Teacher Assessed Grade
- b. in what way they consider the awarding organisation made an administrative error, and what difference it made to the determination of the Teacher Assessed Grade. If the candidate is dissatisfied with the outcome of the centre review into an alleged administrative error by the centre, the candidate should appeal on the basis that the centre has failed to follow the review procedure properly or consistently.
- c. in what way they consider there was an unreasonable exercise of academic judgement:
 - i. in the selection of evidence used to determine the Teacher Assessed Grade
 - ii. in the determination of a Teacher Assessed Grade from the selected evidence.

Please note that the requirements for each ground of appeal are different and not all grounds require any additional rationale:

- appeals made on the grounds of a general procedural check or on the grounds that there has been an unreasonable exercise of academic judgement in the determination of the grade from the evidence do not require submission of an explanation;
- appeals made on the grounds of a procedural check in relation to mitigating circumstances or access arrangements/reasonable requirements do require submission of an explanation;

- appeals made on the grounds of an unreasonable exercise of academic judgement in the choice of evidence from which to determine the grade do require an explanation of the student's concerns;
- appeals made on the grounds of an administrative error do require an explanation of the perceived error.

All appeal forms must be received by **4pm on Friday 20th August** for priority appeals, or **4pm on Friday 27th August** for non-priority appeals.

The college will confirm when it has submitted the appeal.

Outcomes of the appeal process will be shared with students and parents promptly on receipt of the awarding organisation's decision.