

GCSE, AS and A Level Awarding Summer 2020

Post Results Service-Summer 2020

Published 12 August 2020
Version 2



INTRODUCTION TO POST RESULTS SERVICES-SUMMER 2020

As a result of the cancellation of all public examinations in summer 2020 due to the covid-19 pandemic, the method of awarding candidates' results, and consequently the usual grounds for a review of results or appealing outcomes, has changed.

JCQ launched its appeals guidance on Friday 7 August via the August edition of their newsletter. It may be accessed via the following link: <https://www.jcq.org.uk/exams-office/appeals/>

CCEA's Post Results Services-Summer 2020 is a new electronic facility within the Centre Assessment Grades application which was launched in Spring 2020 to enable centres to provide CCEA with centre assessment outcomes of candidates entered for CCEA qualifications. This is accessible through Central Login and will be launched to centres on Thursday 13 August. A step-by-step User Guide will be available within the application.

We are pleased to be able to announce the CCEA appeals process is free of charge this year. As the appeals process is an integral part of the summer 2020 arrangements, CCEA wishes to ensure there are no barriers to accessing the appeals process for students and centres who are unhappy with an outcome.

This document aims to address questions centres may have regarding how to register enquiries about results received in summer 2020.

The CCEA Examination Queries Helpline is available for two weeks (028 9026 1260) to provide further assistance, or email helpline@ccea.org.uk

For technical guidance, please email postresults@ccea.org.uk

How do we access the Post Results Services-summer 2020 application?

The Post Results Services-summer 2020 application is accessible through central login. The Examination Officer has access, however a centre may choose to assign other staff members to this application.

I am having difficulty accessing the templates for submitting a late entry and registering an initial review. What can I do?

The user guide which is available on the Post Results Services application signposts the steps you must take in order to access the templates.

Our centre forgot to submit an entry for a candidate. This has only been noticed. What can we do?

If your centre has made an administrative error you may submit a late entry to CCEA through Post Results Services. Your centre will need to complete a template to provide details, outline the situation and forward evidence. This should include the candidate's timetable for 2019/20 and their attendance record for the academic year.

The candidate's Centre Assessed Grade and Rank Order will be requested along with the spreadsheet displaying the Centre Assessed Grades and Rank Orders for the whole cohort for that award.

Our centre has a candidate who was a late entry. Can we still ask for an initial review?

Yes. Every candidate has a right to request an initial review. This must be sent by the centre on behalf of the candidate to postresults@ccea.org.uk, as their details are not held on the current Centre Assessed Grade system.

What are the stages in the process that will be used this year?

1. **The Initial Review** – Depending on the grounds for the initial review request, this involves a check of relevant data to ensure it is accurate and that procedures and processes used by CCEA to report results have been followed correctly.
2. **The Independent Review** – If you are not happy with the outcome of the initial review, you can request an Independent Review. This will be carried out by an independent decision maker and will involve re-examining written evidence provided to and by the awarding organisation at the Initial Review to decide whether or not the appeal by the centre, on behalf of the candidate(s) should be upheld.
3. **Examinations Procedure Review Service (EPRS)** – This stage will be overseen by CCEA Regulation.

If our centre has to submit evidence to CCEA, what format should we send it in?

Your centre may submit evidence to support a request and this evidence can be uploaded through the Post Results Services application as a pdf, excel or word file(s). The evidence required is outlined in the request templates.

Is there a charge for an initial review?

There are no fees being charged for the Post Results Service for summer 2020.

If a candidate has gone through the initial review stage and wishes to request an independent review, will there be a charge for this?

No. As per normal JCQ appeals processes, candidates requesting an independent review will not be charged.

Where can a centre access information on historical data?

The centre historical data will be available through the e-results application which is held within central login. Centres have been provided with a link to the historic Northern Ireland cohort data. The Northern Ireland cohort data for 2020 will be made available on results day.

When will the Post Results Services application become available?

The Post Results Services application will go live from 9am Thursday 13th August 2020. This application may be accessed through central login on the CCEA website. All requests will be processed within 42 days, however CCEA will endeavour to prioritise review applications for which a university place is dependant. There is a facility on the Post Results Services application and template to indicate whether a university place is dependent on the outcome of the review. The Post Results Services closing date for centre requests is 17th September 2020. No requests will be accepted after this date.

Is there a priority service this year?

In line with JCQ guidance, there is no priority service for summer 2020, however CCEA will endeavour to prioritise review applications for which a university place is dependant.

What is the final date by which a post results service can be requested?

The closing date for post results requests is 17th September 2020. No requests will be accepted after this date.

A candidate at our centre was entered for an award after the issue of results. They now wish to appeal their grade. Is this permissible?

Yes, all candidates have a right to an initial review request.

We requested an initial review for a candidate. The request was accepted, however on review of the evidence presented, we received a letter to say the outcome would remain the same. Can we now ask for an independent review?

Yes. A centre may request an independent review via the Post Results Services-Summer 2020 application using the appropriate template.

We do not agree with the grades a class received. How much evidence can a centre upload in support of an initial review request?

We know that some schools might believe that their students in 2020 would have performed better, had exams taken place, than those in previous years, even where the model took in to account prior attainment.

If you believe this to be the case you may wish to provide CCEA with a rationale explaining why you expected this year's cohort to have performed better than those in previous years. You may, for example wish to support this with outcomes from units completed in earlier series.

The following is requested to support your requests:

Initial Review on the grounds of a CCEA error:

- The original dataset, highlighting where CCEA have made an error; and/or
- Prior examination data at unit or qualification level from a JCQ member awarding organisation.

Initial Review on the grounds of a centre error:

- Corrected centre data (Rank Order and Centre Assessed Grades) and details of how the centre error occurred; and/or
- Prior examination data at unit or qualification level from a JCQ member awarding organisation.

You may have used the following to determine your Centre Assessment Grades and Rank Orders:

- Complete or partially complete internally-assessed work;
- Standardised assessments that are not awarded by a JCQ member awarding organisation;
- Mock examination outcomes;
- Class tests and homework;
- Recordings or photographs of past practical work.

You are welcome to use this information to inform your request for Initial Review. However, please do not submit examples of the above with your evidence; an explanation as to how this was used is sufficient, alongside the acceptable evidence highlighted previously.

Don't forget, if students are disappointed with the grade(s) they receive this year they will have the option of re-entering for units in future series.

How do I download my original Centre assessed grades and Rank Order?

Please refer to the Centre Assessed Grade application which centres used to provide CCEA with their data. Using the Download Reports tab, centres can access the required information.

Our centre wish to request an independent review. Can we submit new evidence?

Centres will have the opportunity to submit any additional documentation to support their Independent Review request. Please note that documentation sent with the Initial Review does not need to be resubmitted. The Independent Review will consider all information supplied at both stages of the process.

The Rank Order I submitted for my subject cohort contained errors. Can I amend these?

Yes – Please refer to the requirements outlined in the Initial Review Request template.

I submitted the wrong Centre Assessment Grade for a candidate, can I amend this?

Yes – Please refer to the requirements outlined in the Initial Review Request template.

The process this year didn't take account of the work a new head of department has undertaken, can I provide evidence to support this?

All acceptable evidence is listed on the Initial Review template, submitted through the Post Results Services application. Any factors not taken into consideration initially that have resulted in an incorrect Rank Order or Centre Assessed Grade being provided to CCEA, should be detailed on this template.

We do not believe the model used to award grades worked, can I challenge its operation?

No. Decisions made by the Minister of Education in April stated that operation of the model cannot be challenged and this was confirmed in conditions set out by CCEA Regulation.

Consistent application of the statistical models was central to maintenance of standards in CCEA's GCSE, AS and A-level qualifications this year and to vary the approach for one student or school would be unfair on other students in the cohort.

If we submit a request for an initial review for a whole cohort or for multiple candidates, do we have to seek their permission?

If you submit an appeal on behalf of an entire cohort (i.e. all candidates entered for a specific subject) you do not need to obtain candidate consent. Grades will not be lowered as a result of the appeal. If an error is identified during the appeal, the awarding body will correct all grades for those candidates where the new grade is higher than the existing grade.

