



HOLY CROSS COLLEGE POST-RESULTS SERVICE POLICY

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Responsible: Cathy Hasson, Patricia Devine, Clare Bradley

1. Statement of Intent

The purpose of this policy is:

- to provide an overview of the Post-Results Service for Summer 2021 in the context of the guidance issued by CCEA, *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021*;
- to ensure that all staff involved in the process know, understand and can carry out their roles effectively;
- to ensure students understand the Post-Results Service, the centre's role and the role of the awarding organisation (AO); and
- to provide relevant timelines to ensure the successful completion of internal processes so as not to hinder the progress of any student to the next phase of their education.

It is the responsibility of everyone involved in the Post-Results Service within Holy Cross College to understand and implement this policy. The Centre Post-Results Service Policy is in line with *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* (full details are available at this link <https://ccea.org.uk/summer-2021/post-results-service>) and any further guidance provided by CCEA in relation to its Post-Results Service. Staff will familiarise themselves with all relevant documents.

2. Process Overview

There are two stages to the Post-Results Service; students must commence with Stage 1 which will be completed by Holy Cross College and may then progress to Stage 2. The two stages are:

- **Stage 1** - A Centre Review, completed by Holy Cross College
- **Stage 2** – An Appeal to CCEA Awarding Organisation, submitted by Holy Cross College on behalf of a student and completed by CCEA.

Stage 1 – Centre Review conducted by Holy Cross College

Any student, including private candidates, who was awarded a Centre Determined Grade by Holy Cross College in summer 2021 is permitted to submit a request for a Centre Review. Holy Cross College will complete a Centre Review for any student who makes a request. To help students decide whether to request a Centre Review, Holy Cross College will provide students, voluntarily or on request, with access to:

- the centre CDG policy;
- the sources of evidence used to determine the CDG, including any marks and/or grades;
- details of any variations in evidence used; and
- details of any special circumstances that were considered in determining their grade.

All requests for a Centre Review must be made directly to Holy Cross College using the form provided by CCEA. A student may request a Centre Review if they consider:

- 1) Holy Cross College made an administrative error in relation to their grade; and/or
- 2) Holy Cross College did not follow its procedure in arriving at the CDG as outlined in the CDG Policy.

If a student wishes to submit an appeal on the ground of academic judgement (unreasonableness), this will only be considered by CCEA at Stage 2. To enable a student to

move to this stage, a Centre Review must first be completed by Holy Cross College to ensure there have been no administrative errors and that procedures have been followed, or these have been addressed.

Students may submit a priority Centre Review if they have a place at a Higher Education Institution on hold.

Determining the Outcome of a Centre Review

All Centre Reviews will be completed using the form provided by CCEA and will be retained by Holy Cross College electronically to be submitted should a student decide to request a Stage 2 Appeal to CCEA Awarding Organisation.

In order to determine the outcome of a Centre Review, the Head of Assessment or Curriculum Vice Principal will conduct the review and will have access to the following records and will consider:

- a) the reason presented by the student for the review where this has been specified;
- b) the centre's approved policy and whether it was followed;
- c) the evidence which was used to determine the grade (although the reviewer will not be assessing or re-marking this evidence);
- d) any relevant assessment records that detail amendments to the range of evidence for the student and, where applicable, the steps taken to address any known mitigating circumstances or approved access arrangements;
- e) the records of the quality assurance processes and whether these were followed in determining the grade;
- f) the record of any pre-results discussions between the centre and student (for example, where a student has raised mitigating circumstances earlier in the process);
- g) relevant centre administration records; and
- h) any other documentation the decision-maker feels necessary to process the review.

In cases where an administrative or procedural error is identified, the Head of Assessment or Curriculum Vice Principal who is completing the review will decide whether a grade change is required; this may require input from the Head of Department or Subject Teacher. **The outcome of any Centre Review completed by Holy Cross College may be that the grade goes up, goes down or stays the same.**

Reporting the Outcome of a Centre Review

If a grade change is considered to be required, Holy Cross College will submit an error correction request to CCEA as soon as possible.

Holy Cross College will provide the student with an outcome letter using the template provided by CCEA. This will include:

- whether or not the review found a procedural failure or administrative error;
- if it did, what that error or failure was;
- the reason for the finding;
- whether there was a grade change and, if so, what the new grade is;
- a reason for the grade change, or lack of change; and
- information on the next steps if a student wishes to submit an appeal to CCEA.

A record of the outcome of all Centre Reviews will be retained to be submitted to CCEA should a student decide to request a Stage 2 Appeal to CCEA Awarding Organisation.

Stage 2 – Appeal to CCEA Awarding Organisation

For full details refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021*

Whether or not an administrative or procedural error was found through the Centre Review, and whether or not the grade changed as a result, all students, including private candidates, have the right to submit an Appeal to CCEA Awarding Organisation as the next stage in the process. Where requested by the student, Holy Cross College will submit such appeals on the student's behalf and include the following as required:

- CCEA submission form completed by the student;
- Evidence used to determine the Centre Determined Grade; and
- Completed Candidate Assessment Record, or similar, for the student.

Holy Cross College will submit any request for an Appeal to CCEA Awarding Organisation from a student upon the conclusion of a Centre Review. Holy Cross College will write to communicate the outcome of the Appeal to CCEA Awarding Organisation to the student upon completion.

3. Roles and Responsibilities

Holy Cross College will:

- Have appropriate arrangements in place to conduct a Centre Review in line with CCEA guidance;
- Ensure that a transparent process is in place so that students and parents understand the steps in a Centre Review;
- Complete a Centre Review if requested by a student, checking for any administrative errors and/or procedural failures;
- Decide if a grade change is considered to be necessary having completed the Centre Review;
- Make a request to CCEA Awarding Organisation for any changes considered to be necessary to Centre Determined Grades;
- Submit any requests to CCEA for a CCEA Awarding Organisation Appeal;
- Communicate the outcome of any Centre Review and/or CCEA Awarding Organisation Appeal to students;
- Retain records of all completed Centre Reviews electronically, to be submitted to CCEA should a student decide to request a Stage 2 CCEA Awarding Organisation Appeal; and
- Provide pastoral support to students at each stage of the process, as required.

Holy Cross College will also carefully consider the requirements of their centre policies, particularly in relation to the separation of duties and personnel to ensure fairness in reviews and appeals.

The Board of Governors is responsible for approving the policy.

The Head of Centre has overall responsibility for Holy Cross College as an examinations centre and will ensure the roles and responsibilities of all staff are defined. The Head of Centre may complete Centre Reviews and/or may delegate this responsibility to the Curriculum VP or Head of Assessment. The Head of Centre is required to sign-off the outcome of any Centre Review. The Head of Centre should communicate the outcome of any Stage 1 Centre Review or Stage 2 Appeals to CCEA Awarding Organisation to students.

The Senior Leadership Team will support the Head of Centre in completing Centre Reviews. They may undertake a support function to students in the completion of any required paperwork or provide advice on the submission of review requests.

The Examinations Officer will submit any Stage 2 Appeal to CCEA Awarding Organisation through the CCEA app, or delegate this responsibility to another member of centre staff. The Examinations Officer or a delegated member of staff will submit any error correction requests to CCEA, should it be considered that a grade change is required.

Curriculum Leaders, Heads of Department and Subject Teachers may be required to provide expert opinion on whether or not a grade change is required should an administrative error or procedural failure be identified through a Centre Review.

4. Timelines and Dates

The deadline for submission of priority (A2) Stage 2 Appeals to CCEA Awarding Organisation, where a place at a higher education Institution is on hold, is **23 August 2021**.

In order for Holy Cross College to meet the above deadline for submission, any requests for a priority Centre Review, where a place at a higher education Institution is on hold, must be submitted no later than **16 August 2021**.

The deadline for submission of all other Stage 2 Appeals to CCEA Awarding Organisation is **17 September 2021**.

In order for Holy Cross College to meet the above deadline for submission, all other requests for a Centre Review must be submitted no later than **3 September 2021**.

5. Conflicts of Interest

To protect the integrity of the process, staff must declare any potential conflicts of interest to the Head of Centre. An example of a conflict could include conducting a Centre Review for a family member or close friend. The Head of Centre will take the appropriate actions to manage any potential conflicts of interest arising with centre staff.