



## Centre Assessed Grades Publication - August 2020 – v2

### NCG Guidance for Learners and Staff with how to deal with concerns arising from published exam results in August 2020

#### Scope

NCG understands that the process undertaken this year is likely to result in disappointment for a number of learners, if the awarded grade is different to the grade expected. As such, this guidance is provided to support learners and staff who may be dealing with enquires/appeals/complaints arising from the published exam grades.

Learners and staff are required to read this note and the Ofqual guidance (link below) in full, before considering the best course of action. This guidance is positioned alongside the current NCG Policy Framework, and may link to the complaints procedure following the steps outlined below. It follows guidance from Ofqual and ASCL.

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/910603/6672 - What to do if you have concerns or questions about your grades.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/910603/6672_-_What_to_do_if_you_have_concerns_or_questions_about_your_grades.pdf)

#### Centre Appeals

College principals and their SLTs working, with the NCG Quality Assurance Team, will review the awarded grades on publication and will appeal to the awarding organisation if we believe that an error has been made with the published grade. In short we will compare this year's results with the centre assessed grade (CAGs) submitted and we can appeal to the awarding organisation if we believe a mistake has been made i.e. if the awarded grade is lower than the CAG. [Note: in some cases the awarded grade may actually be higher than the CAG, as the calculated grade (undertaken by a statistical model by Ofqual) may have adjusted the grade upward. A learner will receive the highest grade of the two.]

The Ofqual document has an important clause (page 5, paragraph 3). The learner is not able to challenge the college under the appeals process on the centre assessment grades it submitted, or the rank order positions. As the appeal would have to be undertaken by someone better placed than a teachers to judge the likely grade if exams had taken place, Ofqual do not believe there is such a person in the circumstances.

The deadline for appeals is 17 September 2020.

#### Learner Steps in discussing results/exploring and appeal/submitting a complaint

##### Step 1.

Following publication of the results, if required, the learner should contact the college to arrange a meeting/virtual meeting to:

- Discuss their situation informally with the Head of Department/Head of English and Maths, to seek greater clarity and help understand:
  - Their option to accept or resit an exam
  - how the NCG procedure aligns with the Ofqual guidance;
  - how it was administrated; and to request a check to see if the calculated grade and rank were submitted correctly.

- the impact and resolution options for any progression / including University offers
- This may not mitigate the disappointment associated with a grade, however it may help understand how the process of calculating grades was undertaken fairly and consistently across NCG.
- The Head of Department/Head of English and Maths will not be able to discuss the details of other students, but can confirm CAG and rank using a standard form. Any request for additional information will take the form of a subject access request, following the NCG procedure <https://www.ncgrp.co.uk/guide-to-information/>.
- If, as a result of this discussion, the learner feels that this process was not undertaken fairly or consistently, then they should discuss with designated senior manager for curriculum/quality who will make informal enquiries. This will typically be the vice/deputy principal.

## Step 2

- If the learner has evidence that malpractice (including bias and discrimination) or maladministration (deliberate/gross error) may have taken place, they will submit a written complaint to the principal. This will follow stage 2 of the NCG complaints procedure and be subject to an internal investigation to ensure that the agreed process was followed. This should not be enacted lightly and the learner will need to cite clear grounds to justify the malpractice/maladministration concentrating on the process undertaken by college.
- On completion of this investigation, if the principal finds evidence of malpractice/maladministration, then the college will immediately appeal the awarded grade on the learner's behalf.
- The learner will be informed of the outcome of the complaint within 10 working days.

## Step 3

- If the learner has grounds to believe that stage 2 has not been conducted appropriately or fairly, they should appeal the complaint outcome to the NCG Executive Director of Quality in line with stage 3 of the complaints procedure. On receipt of the complaint appeal, the Executive Director of Quality will investigate to ensure that the agreed process was followed.
- The learner will receive an outcome within 10 working days. On completion of this investigation, if the Executive Director finds evidence of malpractice/maladministration, then the college will immediately appeal the awarded grade on the learner's behalf.

## Step 4

- Should the learner wish to challenge the complaint appeal outcome, then they will be provided details of the awarding organisation's complaints procedure (detailed will be contained within the outcome letter). This process would then be external to NCG in line with stage 4 of the NCG complaints procedure.



## Suggested letter/email to students who have requested their CAG/rank

[date/ref]

Dear [insert name]

I am replying to your request for information about the grade/s that our centre provided to the exam board/s in respect of the qualification/s listed below.

For ease of reference, the grade awarded by the exam board is in the first column, and the grade submitted by our centre in the second column.

Course / Subject	Exam Board Grade	College Assessed Grade
e.g. GCSE Maths	3	4

*[If requested] your position in the ranked order was number XX of XXX entries. (Number 1 represents the highest ranked student by the college)*

Where there is a difference, it may be helpful to understand the process which has taken place. The grades that we submitted were our best assessment of what you would have achieved if you had taken exams. However, the exam boards then applied a 'standardisation model' so that the distribution of grades awarded this year is consistent with those awarded in other years at a national level, and this may have adjusted your grade. However you will receive the highest grade of the two.

However, I understand it may feel confusing and unfair to you where there is a difference between your awarded grade and the one you may have been expecting. I can reassure you that your teachers approached the task of assessing grades with the utmost diligence, and that they felt the grades submitted were a fair and accurate reflection. If you would like any further support or information, please do get in touch with the Head of Department so that we arrange this.

The National Careers Service has also set an exam results helpline during August 2020. Young people or their parents can contact the helpline on 0800 100 900 to speak to a professionally qualified careers adviser if they need advice on their next steps. The helpline will be open from 8am to 10pm from Thursday 13 August until Friday 28 August. After these dates, young people will be able to access ongoing support from the National Careers Service at any time by calling 0800 100 900, visiting [nationalcareers.service.gov.uk/contact-us](https://nationalcareers.service.gov.uk/contact-us) or searching for the National Careers Service on Facebook and Twitter.

Yours sincerely