



THE POST-RESULTS SERVICE POLICY

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 pupils in Saint Fanchea's College 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 pupil to the next phase of their education.

It is the responsibility of everyone involved in the Post-Results Service within Saint Fanchea's 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*, 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 Saint Fanchea's College and may then progress to Stage 2. The two stages are:

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

Stage 1 – Centre Review conducted by Saint Fanchea's College

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

Any pupil who was awarded a Centre Determined Grade by Saint Fanchea's College in Summer 2021 is permitted to submit a request for a Centre Review. Saint Fanchea's College will complete a Centre Review for any pupil who makes a request. To help pupils decide whether to request a Centre Review, Saint Fanchea's College will provide students, voluntarily or on request, with access to:

- the Centre Determined Grades (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 Saint Fanchea's College using the form provided by CCEA. A pupil may request a Centre Review if they consider:

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

If a pupil 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 pupil to move to this stage, a Centre Review must first be completed by Saint Fanchea's College to ensure there have been no administrative errors and that procedures have been followed, or these have been addressed.

Pupils 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

(Refer to *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021* for full details)

All Centre Reviews will be completed using the form provided by CCEA and will be retained by Saint Fanchea's College electronically to be submitted should a pupil decide to request a Stage 2 Appeal to CCEA Awarding Organisation.

In order to determine the outcome of a Centre Review, the member of staff conducting the review will have access to the following records and will consider:

- a) the reason presented by the pupil 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 pupil (for example, where a pupil 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 member of staff 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 Saint Fanchea's 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, Saint Fanchea's College will submit an error correction request to CCEA as soon as possible.

Saint Fanchea's College will provide the pupil 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 pupil 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 pupils have the right to submit an Appeal to CCEA Awarding Organisation as the next stage in the process. Where requested by the pupil, Saint Fanchea's College will submit such appeals on the pupil's behalf and include the following as required:

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

Saint Fanchea's College will submit any request for an Appeal to CCEA Awarding Organisation from a pupil upon the conclusion of a Centre Review. Saint Fanchea's College will have a process in place to communicate the outcome of the Appeal to CCEA Awarding Organisation to the pupil upon completion.

3. Roles and Responsibilities

Saint Fanchea's 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 pupils and parents understand the steps in a Centre Review;

- Complete a Centre Review if requested by a pupil, 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 pupil decide to request a Stage 2 CCEA Awarding Organisation Appeal; and
- Provide pastoral support to pupils at each stage of the process, as required.

Saint Fanchea's 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 (Mr M Collins) has overall responsibility for Saint Fanchea's College as an examinations centre and will ensure the roles and responsibilities of all staff are defined. The Head of Centre will work with the Examinations Officer (Mr T Cox) / other delegated members of the Senior Leadership Team to complete Centre Reviews. The Head of Centre is required to sign-off the outcome of any Centre Review. The Head of Centre will communicate the outcome of any Stage 1 Centre Review or Stage 2 Appeals to CCEA Awarding Organisation to pupils.

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

The Examinations Officer (Mr T Cox) 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.

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 **Monday 23rd August 2021.**

In order for Saint Fanchea's 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 **Monday 16th August 2021.**

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

In order for Saint Fanchea's College to meet the above deadline for submission, all other requests for a Centre Review must be submitted no later than **Friday 3rd September 2021.**

5. Conflicts of Interest

This section should include the requirement to declare and record potential conflicts of interest of any person involved in the Centre Review process or Appeal to CCEA Awarding Organisation.

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.



**ST. FANCHEA'S
COLLEGE**