

Dear _____,

We are contacting you today, because OFQUAL have published new guidance for appealing or complaining about examination results. This is [here](#) on the internet.

We include key information in this guidance for you, below:

Appeals

Are there routes of appeal still open?

Schools and colleges can only appeal where there has been an administrative error with the CAG or rank order information. Rank order information was vital to support standardisation, but any change to a student's position in the rank order would not change the student's CAG.

Administrative errors might include, for example, mixing up 2 students with similar names, or accidentally copying across the wrong data, but do not relate to the professional judgements of centres in assigning CAGs.

Centres cannot appeal against the CAG that they decided was correct at the point of submitting it to the exam board, and for which the head of centre submitted a declaration to confirm that in the centre's judgement this was the grade the students were most likely to have received had the exams gone ahead.

If a student is concerned that any reasonable adjustments were not taken into account when their school or college determined their CAG, they should discuss this with their school or college.

Can a student appeal to receive their mock grade?

The decision to issue students the higher of their CAG or their calculated grades means that a route to appeal on the grounds of mock exam results is not available. Mock exam results were part of the evidence schools centre took into account when determining CAGs for their students

What if students have concerns about bias impacting on centre assessment grades?

As we have said previously, if students or others have concerns about bias, discrimination or any other factor that suggests that a centre did not behave with care or integrity when determining the centre assessment grade and/or rank order information they should normally raise these concerns with their centre, in the first instance; or they could take their concerns to the relevant exam board if this was the more appropriate route.

Where there is evidence, we require exam boards to investigate such allegations as potential malpractice or maladministration. Such allegations would be very serious, and we expect them to be rare.

Autumn exam series

Will there still be an exam series in the autumn?

The autumn exam series will still go as planned. Entry to autumn exams will be open to all students who had entered for GCSEs, AS and A levels in the summer series and to those who the exam board believes have made a compelling case about their intention to have entered the summer series. Students who would normally be

entitled to take GCSEs in English language and maths in November will also be able to take exams in those subjects.

Information on re-sits is [here](#), on the College website.

What Next?

Unfortunately, there are limited routes of appeal open to you and to us:

- You can ask us to check that there has not been an administrative error. In other words, to check that the grade entered for your CAG was the grade that we arrived at through the internal standardisation process. Please email the relevant Programme Manager to verify that the correct grade was entered
- You could raise a concern or complain, but only because of bias or discrimination. You will need to show evidence of this. Please note that any grade changes recommended as the result of an upheld complaint would be entirely at the discretion of the examination board.

If you have already received an email confirming receipt of; an appeal; query; or complaint; acknowledging investigation, you need not make a further application. If you have not received an email receipt, you will need to apply for; a check of a result; or register a concern or complaint; by emailing:

Andrea Parker, apar@henleycol.ac.uk.

The closing date for this process will 16.00 on Friday 28th August.

A panel will review concerns or complaints during the week beginning Monday 31st August. Responses will be no later than 10th September

Best wishes,

Satwant Deol
Principal



Deanfield Avenue, Henley-on-Thames,
Oxfordshire, RG9 1UH

01491 634334 henleycol.ac.uk

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