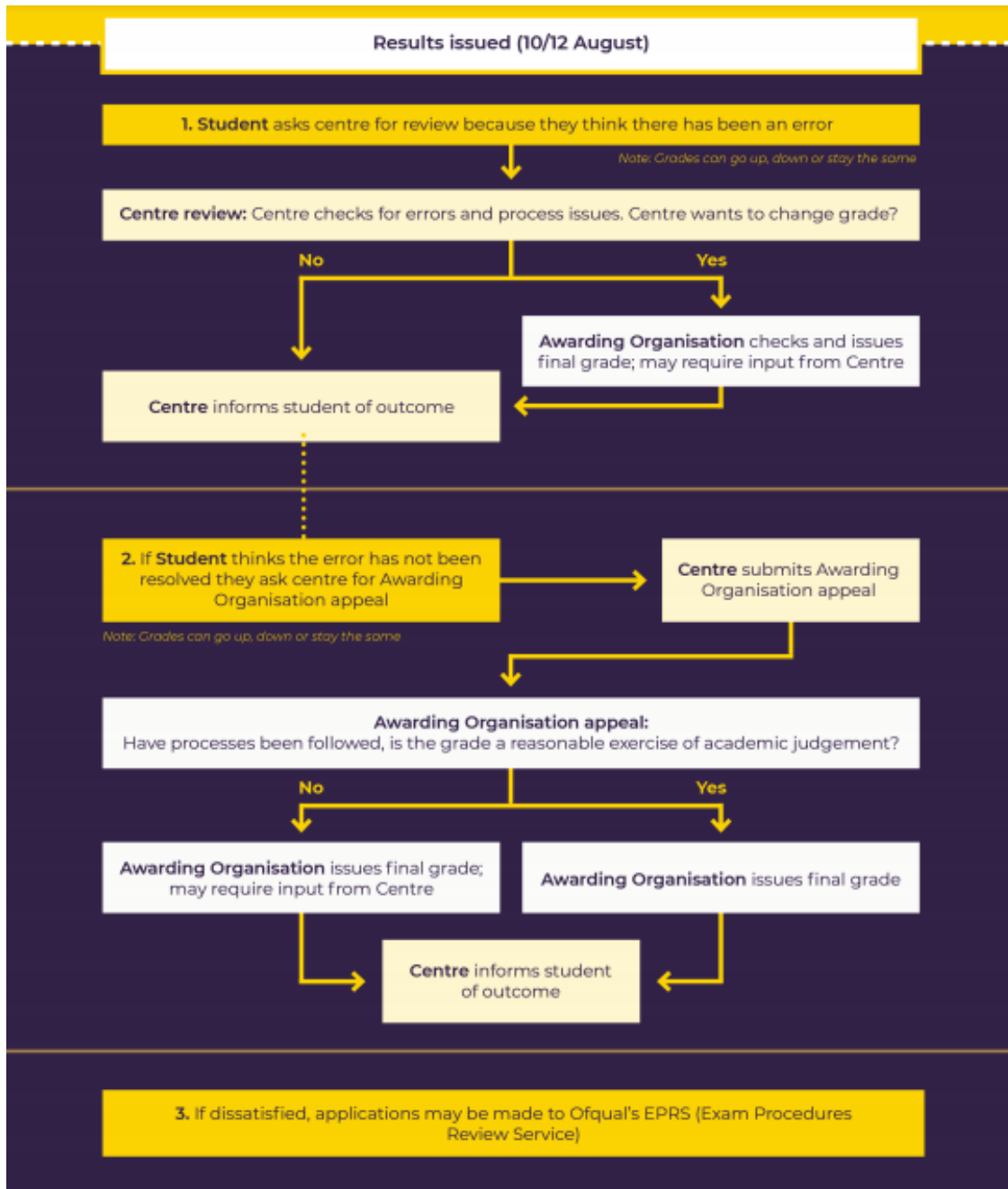


The Ladies' College Appeals Procedure

The Ladies' College will follow the appeals procedure as set out by the Joint Council for Qualifications and enacted by the relevant awarding organisations (examination boards). Appeals can only be placed once a student's grades are published. **Student should be aware that their grade could go down, up or stay the same.**

The appeals process is summarised in the following infographic:



There are two stages to the summer 2021 appeals process:

Stage 1: centre review

The first stage of the process is referred to as a centre review. If a student does not consider that they have been issued with the correct grade, they can ask us to check if an administrative or procedural error has occurred. If we find that an error has occurred, we will submit a request to the awarding organisation to correct the error and amend the grade without the need to make an appeal to the awarding organisation.

Stage 2: appeal to the awarding organisation

The second stage of the process is referred to as an appeal to the awarding organisation (submitted by the centre on the student's behalf). An appeal should be submitted if the student considers that our centre, The Ladies' College, did not follow our procedures properly, the awarding organisation has made an administrative error, or the student considers that the grade awarded was an unreasonable exercise of academic judgement.

A student will first need to be informed of the outcome of our centre review (stage 1) before requesting an appeal to the awarding organisation. You must ask us to submit a request to the awarding organisation by.....

The appeal must be submitted according to the requirements of the awarding organisation to which it is being submitted.

Ofqual Exam Procedures Review Service

If the student or centre considers that the awarding organisation has made a procedural error, they can apply to Ofqual's Exam Procedures Review Services (EPRS) to review the process undertaken by the awarding organisation.

Grounds for appeal

In summary there are four grounds upon which a centre review or an appeal to an awarding organisation may be requested:

- At stage 1: The centre, The Ladies' College, made an administrative error, e.g. an incorrect grade was submitted; an incorrect assessment mark was used when determining the grade.
- At stages 1 and 2: The centre, The Ladies' College, did not apply a procedure correctly, such as we did not follow our Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances such as illness.

- At stage 2: The awarding organisation (examination board) made an administrative error, e.g. the grade was incorrectly changed by the awarding organisation during the processing of grades.
- At stage 2: The student considers that the centre, The Ladies' College, made an unreasonable exercise of academic judgement in the choice of evidence from which to determine the grade and/or the determination of the grade from that evidence. A reasonable judgement is one that is supported by evidence. An exercise of judgement will not be unreasonable simply because a student considers that an alternative grade should have been awarded, even if the student puts forward supporting evidence. There may be a difference of opinion without there being an unreasonable exercise of judgement. The reviewer will not remark individual assessments to make fine judgements but will take a holistic approach based on the overall evidence.

This document and supporting resources aim to provide clarity and detail regarding the appeals process to students and parents/carers. In requesting an appeal, students should be aware that:

- The student must provide their written and recorded consent.
- A student's grade could go down, up or remain the same at any stage in the centre review and/or appeals process.
- The outcome of stage 2 will be final other than in instances of a process error by the awarding organisation (see Ofqual's EPRS process above).

We are required to conduct a centre view and must also submit an appeal to the awarding organisation if requested to do so by a student. The appeal to the awarding organisation can only be submitted if the first stage, centre review, has been completed and the outcome of the first stage issued to the student.

Appeals timeline

- 10 August: A/AS Levels and relevant other Level 3 results day
- 12 August: GCSE and relevant other Level 2 results day
- 10 August to 7 September: priority appeals window
 - 10 August to 16 August: student requests centre review
 - 10 August to 20 August: centre conducts centre review
 - 11 August to 23 August: centre submits appeal to awarding organisation
- 10 August to end October: majority of non-priority appeals take place
 - 10 August to 3 September: student requests centre review
 - 10 August to 10 September: centre conducts centre review
 - 11 August to 17 September: centre submits appeal to awarding organisation

Submitting an appeal

Before submitting an appeal you should be clear on the procedures involved and the possible outcomes. Please read this document and visit the website for the relevant awarding body / website as more details are due be published to support the appeals process. You will be asked to sign an agreement statement to show you are aware your grade may go up, down or stay the same.

To submit an appeal, please complete the form on the website. Where a charge is made for a service you must include payment at the time. We would ask that you submit your appeal form by noon on Friday 13 August for a priority appeal (if your University place or similar depends on the outcome) and by noon Tuesday 2 September for a non-priority review (all (I)GCSE and where your University place or similar does not depend on the outcome). This enables us to complete or submit an appeal in an appropriate time frame.

A-level appeals

The appeals process is common to all centres and a similar system is operated by our partner College, Elizabeth College. Please refer to our websites for details and the relevant forms. Please note that you must submit an appeal to the centre (College) responsible for awarding your grades. In most cases this is the College at which you are taught for your lessons. For classes with teaching at both Colleges this is:

French:	The Ladies' College
Further Mathematics:	Elizabeth College
Philosophy and Ethics:	The Ladies' College
Physical Education:	Elizabeth College