

## The Appeals Process



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## What difference a year makes

- 19/20 appeals process
  - Could appeal based on:
    - Wrong data, including “*some exceptional factor which undermines the assumption that the default data set is the most likely to lead to consistent results*”, e.g. major structural change
    - Administrative error in issuing results
    - Procedural grounds
  - Could not appeal based on:
    - Dissatisfaction with centre assessment grade or rank order
    - Dissatisfaction with operation of standardisation model

**And this year...?**

# Consultation

- Suggested:
  - Initial appeal to school
  - Subsequent appeal to the exam board

## Step 1

- Student asks centre to check admin/procedural error
- If yes, centre submits revised grade + rationale.
- Exam board has to be satisfied with rationale

## Step 2

- If no, student asks centre to appeal
- Centre submits appeal and provides:
  - Evidence used
  - Justification for grade
  - Student's concerns
  - Details of process to determine grade

## Step 2

- Appropriate/reasonable exercise of academic judgment?
  - “...an exam board will only revise a student’s grade at appeal where the board finds the evidence on which the grade was determined cannot reasonably support that grade, rather than as a result of marginal differences of opinion.”
- Correct process followed?

## Step 3

- Application to Ofqual's Exams Procedures Review Service
  - To review process used by exam board

## Timing

- As far as possible concluded in early September (for those waiting on higher education places)
- Nothing on appeals by others

## Problems?

- Grade can go up or down.
- Volume of appeals. So centres will tell students evidence on which grade based **before** submission to exam boards:
  - “This will allow issues associated with, for example, absence, illness or reasonable adjustments to be identified and resolved before grades are submitted.”
- Ofqual response:
  - “The appeals arrangements will therefore provide an important safety net in what we expect to be a small number of cases where schools and colleges might make procedural errors or where they have made judgements that are not reasonable based on the evidence.”

# Thank you for listening

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