



Guide to Summer 2020 Results and Appeals



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1. Introduction

Summer 2020 has been a particularly difficult time for schools, colleges and learners. The impact of the Covid-19 pandemic has meant the cancellation of exams and other assessments and has resulted in a change in the way that grades have been calculated and awarded.

Teachers, senior leaders, exams officers and other staff have undertaken a huge amount of work during these challenging circumstances to ensure that learners can still achieve the qualifications to enable them to progress to the next stage of their lives in education or employment.

Because of the changes this year, results information provided to centres and the process for appealing results are different from usual. This guide has been produced to help explain:

- Results day arrangements
- How grades were calculated and an explanation of grades
- The appeals process.

There is a wide range of information available to explain the arrangements for summer 2020 together with professional advice and support for learners.

| Organisation | Further information |
|---|--|
| Eduqas | Results day information |
| JCQ | Results day information |
| Ofqual – candidates | Candidate information |
| Ofqual – centres 0300 3033344 | Centre information |
| UCAS | Advice to learners on university and colleges admissions |
| National Careers Service Exam Results Helpline 0800 100 900 | Advice to learners on progression (England only) |
| UK Government | Health advice for educational settings |
| The Confederation of School Trusts | Guidance regarding data protection and the release of centre assessment grades |
| ASCL | Guidance to centres on results day 2020 |
| Information Commissioner's Office | Guidance on access to centre assessment grades and rank order |

2. Results Day

| Qualification | Restricted release to centres | Publication of results day |
|---|-------------------------------|-----------------------------|
| AS and A Level | 00:01 Wednesday 12 August | 08:00 Thursday 13 August |
| Level 3 Applied Certificates and Diplomas | | |
| Extended Project | | |
| Foundation Diploma in Art and Design | | |
| GCSE | 00:01 Wednesday 19 August | 08:00 Thursday 20 August |
| Level 1 and 2 Other General Qualifications: Latin, Additional Mathematics | | |
| Level 1/2 Vocational Awards and Certificates* | | |
| Entry Level Certificates | | |
| Pathways – Modern Foreign Languages | | |

- Level 1/2 Vocational Awards and Certificates unit results will be published in September

i) Accessing results information

Detailed guidance on accessing results will be available to schools and colleges on our Secure Website www.wjecservices.co.uk.

Access to this site is restricted to school and college staff, and any issues regarding access should be discussed with your Exams Officer. Further information about this site is available [here](#).

Results are released to centres on the strict understanding that the results files and their contents remain entirely confidential to the head of centre, examinations office staff and senior members of teaching staff within the centre, the consortium or Multi Academy Trusts. All results information must remain entirely confidential until the published release of results times.

ii) Release of results

Learners may be issued with their results from 8am on the publication of results day (Thursday). They must not receive results, by e-mail, post or otherwise prior to 8am.

Results must not be divulged to others including local authorities and the media until after 9.30am on the Thursday. Full details including the restrictions surrounding the release of results are published in the JCQ document [Release of results June 2020](#).

Schools and colleges should inform all learners of the arrangements for obtaining their results and with which members of school or college staff they should discuss any results queries or concerns. It may be necessary for arrangements this year to be different to those in previous years, and these arrangements will need to take account of the latest government advice for your area. Please see section 1 above for links to useful information on the latest government advice in relation to educational settings.

Please be aware that WJEC cannot provide or discuss results with learners, their parents, or guardians even if the school or college is closed. All matters regarding results must be discussed with staff at the school or college.

ii) Explanation of results

The overall qualification grade sets awarded this summer will be the same grade sets as in previous years.

Appendix 1 explains the grade sets for each qualification type.

3. How grades have been calculated for summer 2020

Further to the government and regulator announcements on 17th August grades for summer 2020 have been awarded as follows

| Qualification type | Grade awarded |
|---|--|
| Eduqas A Level and AS Level 3 Applied Certificates and Diplomas. | The best of a learner's calculated grade or centre assessment grade. |
| Eduqas GCSE Level 1/2 Vocational Awards and Certificates*, Level 1/2 Other General Qualifications (Latin and Additional Mathematics) Entry Level | The best of a learner's calculated grade or centre assessment grade. |
| Foundation Diploma in Art and Design Entry Pathways Language Pathways | Learners will receive the centre assessment grade |

For candidates awarded the calculated grade, the following section details how the calculated grade was achieved.

Step 1: Centre assessment grades and rank order

Schools and colleges provided us with a centre assessment grade for each subject for each learner together with the rank order of learners within each grade for each subject.

The centre assessment grade is a professional judgement, based on a broad range of objective evidence, of the most likely grade a learner would have achieved if they had sat the exams. This is different to a predicted or target grade, which are often used to motivate learners.

We provided schools and colleges with [guidance](#) on the additional information that should be considered when making assessment decisions for learners with special educational needs and/or disabilities.

To ensure that the grades and rank order are as accurate and as fair as possible, two members of staff signed off the grades before the head of centre declared that their centre assessment grades and rank order information were accurate and represented the professional judgements of centre staff. The grades and rank orders that centres submitted to WJEC were not the sole responsibility of any individual teacher.

Step 2: Standardisation

For schools and colleges in England (and others entered for our WJEC Eduqas specifications) all exam boards including WJEC have been required to use the statistical standardisation procedures specified by Ofqual for calculation of grades for GCSE, AS, A Level and Extended Project. The procedure identifies the datasets that must be used for standardisation. Further information on the process is available in Ofqual's Requirements for the Calculation of Results in Summer 2020 [document](#).

For our other qualifications, we have used similar approaches to our models for general qualifications in Wales or England. Details of the models are available on our WJEC and Eduqas websites.

When standardising grades, we have looked at the following data:

- the school or college results in recent years
- the prior attainment of learners
- previous national results in the subject.

We have considered a school or college's grade distribution across previous summer exam series for the subject based on results in recent years. We have also looked at the differences in prior attainment between a school or college's learners this year and previous years. For ungraded qualifications, we have also taken account of banked assessment results where appropriate.

This data has been compared against the centre assessment grades and rank order information submitted to us by schools and colleges and adjustments have been made if centre assessment grades are shown to be too generous or too severe.

Disclosure of information to learners

Schools and colleges may disclose information to learners, where such a disclosure is compatible with their data protection and other legal requirements.

WJEC will, and schools and colleges may, only release personal data through a formal subject access request. For WJEC, subject access requests can be made by completing our Access to Personal Data form which is available on our [website](#). Please note that providing the information to such request may take up to 30 days. Applications for appeals will not be accepted after the 17th September even if a subject access request response has not been issued.

4. A school, college or learner wants to query a result

Due to the changes to the process in awarding grades this summer, the standard post results services do not apply, and instead an exceptional appeals process has been agreed with our regulators. This means that for the summer 2020 series the current JCQ document '[A guide to the awarding bodies appeals processes](#)' will only apply to appeals against malpractice decisions and reviews against other administrative decisions.

For appeals against summer 2020 results, the processes explained in the '[JCQ guide to the awarding bodies' appeals processes June 2020 examination series](#)' apply. We advise that this document should be read together with the guidance in this booklet prior to submitting an appeal.

i) Schools and colleges internal appeals procedures

Schools and colleges must have in place arrangements that allow learners to apply to them to request relevant information in respect of their results. The internal appeals procedure must allow for appeals against a decision by the school or college not to submit an appeal on behalf of a learner. Learners must be notified of the school or college's internal appeals arrangements.

ii) WJEC's appeal process and deadlines

There are two stages to the summer 2020 appeals process, the first stage is referred to as an 'initial review' and the second stage is referred to as an 'independent review'.

Initial review

Applications for an initial review may be submitted from the date of the relevant publication of results day. The final date for receiving applications for an initial review is **Thursday 17th September 2020**. Any applications or requests received after this date will not be accepted.

We will aim to complete initial reviews within 42 calendar days of the receipt of the application. Where university places are pending, centres should submit applications as soon as possible after the publication of results. There is no priority service for summer 2020 due to the exceptional arrangements and circumstances. Learners should inform their centre as quickly as possible if they consider that an error has been made in awarding their final grade.

Schools and colleges must submit applications for an initial review on our [Secure Website](#). Further guidance on how to submit an application for an initial review will be available on our Secure Website prior to the issuing of results.

The appeals process

1. On receipt of an application for an initial review, we will undertake an administrative check to ensure that the appeal:
 - meets the grounds of the appeals criteria
 - is supported by sufficient and appropriate evidence
 - is authorised by the head of centre.

2. The appeal will be accepted for initial review if it meets the criteria in the bullet points above. If an application is not accepted, the centre will be informed of the reason(s). If an appeal is not accepted a new application which meets the requirements in the bullet points above may be submitted provided that it is within the deadline.
3. If accepted, an initial review will be conducted.
4. WJEC will inform the school or college about whether the initial review has been upheld or not upheld. The outcome will document the reasons for the decision.
5. If the school or college considers that an error remains after the outcome of the initial review has been issued, an application may be submitted through WJEC's secure website for an independent review within 14 calendar day of the initial review outcome.

Independent Review

6. Applications for an independent review will include an administrative check to ensure that the appeal:
 - has already been considered at the initial review stage and the outcome has been issued
 - is authorised by the head of centre
 - has been submitted within the 14 calendar day deadline.
7. WJEC will inform the school or college if the independent review has been accepted or not accepted. If accepted, the date for the independent review will be confirmed and the evidence to be presented to the independent decision maker will be provided to the centre. If not accepted, the school or college will be informed of the reason(s). If an appeal is not accepted a new application which meets the requirements may be submitted provided that it is within the deadline.
8. We will aim to complete the independent review within 42 calendar days of receipt of the application. The outcome letter will document the reasons for the decision.
9. The independent review is the last stage of WJEC's appeals process. The school/college will be informed of the appropriate regulator's Exams Procedure Review Service (EPRS) appeals process.

If an error is identified at any stage during the appeals process, WJEC will take action to correct/mitigate any errors.

iii) Grounds of appeal

An application for an appeal may be submitted on one or more of the following grounds:

School or college error

- The school or college made an error in the centre assessment grades submitted.

WJEC error in calculating or issuing results

- WJEC used incorrect data e.g. did not use the centre assessment grade provided for the purposes of statistical standardisation.
- WJEC introduced an error into the centre assessment grade submitted
- WJEC made an administrative error in issuing a result.

Procedural grounds

- WJEC did not apply its standardisation or appeals procedures consistently, or the procedures were not followed properly and fairly.

NB Schools and colleges are asked to check that there are no errors in the centre's data prior to submitting an appeal on other grounds.

An appeal on the grounds of centre error, WJEC data error will include a procedural review.

Appeals cannot be made on the following grounds:

- a learner disagrees with their centre assessment grade and/or position in the rank order (see note ¹)
- professional judgements have been revisited or revised

Note 1. Centres were asked to use professional expertise to make fair and objective judgements, using a range of evidence, of grades that they believe a learner would have achieved had they sat their exams this summer. This may be different to a 'target' or 'predicted' grade previously given to learners to motivate them to achieve their best potential. Target or predicted grades are known to often be higher than the grades achieved by learners. If a learner has credible evidence that a grade was not based on objective judgements but on other wholly unrelated or subjective factors resulting in bias or discrimination, they should raise the matter as a complaint or internal appeal with their centre.

An allegation of bias, discrimination or failure to take account of reasonable adjustments, supported by credible evidence, may be made to WJEC and investigated as malpractice. Further guidance on objectivity in grading and ranking is available [here](#).

iv) Submitting an appeal request and learner consent

GCSE, AS, A Level and Extended Project

Applications will only be considered from schools or colleges on behalf of their learners: individual learners are not able to apply. The application must be authorised by the head of centre.

Schools and colleges may wish to set an internal deadline for receiving applications for appeals in sufficient time before WJEC's deadline.

The consent of learners is not required and grades are protected.

Applied General Certificates and Diplomas, Foundation Diploma in Art and Design, Level 1/2 Vocational Awards, Entry Level, Entry Pathways, Language Pathways, Level 1/2 Latin and Additional Mathematics.

The appeal arrangements are different for these qualifications due to different regulatory extraordinary frameworks:

- **No learner has grade protection.** If an error is identified during the appeal process the outcomes of learners in the cohort may go up, down or remain the same, even if they have not requested that an appeal be made on their behalf.

v) Information and evidence required to support an appeal

| Grounds of appeal | Information and other evidence to be submitted to WJEC |
|-----------------------------|--|
| School or college error | <p>All Information and evidence must be provided along with the application for an appeal.</p> <ul style="list-style-type: none">• A detailed explanation of why data declared to be accurate by the head of centre is now considered incorrect.• Documentation evidencing that the centre had followed the correct process of two people having signed off the grades and rank order information prior to the head of centre's declaration being signed.• Evidence that the candidate was enrolled on the course and would have sat the examination this year if exams had not been cancelled (missing entry only)• The corrected centre assessment grades and rank order information including confirmation from the Head of centre that the information is accurate• Confirmation that additional quality assurance checks have been undertaken of the grades submitted by the centre and that no other error exists. |
| Incorrect data used by WJEC | <p>The school/college should identify the information which it considers to be inaccurate and submit what it considers to be the correct information.</p> |

| | |
|--|---|
| <i>Centres are asked to check for centre errors before submitting an appeal on these grounds</i> | Incorrect data would include: <ul style="list-style-type: none"> the centre assessment grade submitted by the centre being different to the information used by WJEC |
| Procedural grounds | The school/college should identify where it considers that WJEC has not used the correct information |

vi) Fees

Information about fees will be published on our website prior to the publication of results.

5. Future exam series

Learners will have an opportunity to take exams in future series.

In addition to the standard GCSE November series for English Language and Mathematics, for our WJEC Eduqas GCE and GCSE specifications, Extended Project and Level 3 Applied Certificates and Diplomas, there is an opportunity to take other exams and assessments in October/November. For our Level 1/2 Vocational Awards and other vocational qualifications, there is an opportunity to take exams and assessments in the January 21 series. Please refer our website for further details.

The entry deadlines for exams taking place in October/November are:

Eduqas AS, A Level, Extended Project and

Level 3 Applied Certificates and Diplomas: 4 September 2020

GCSE, except English Language, Mathematics: 18 September 2020

GCSE in English Language, Mathematics: 4 October 2020

IF NO ENTRIES ARE RECEIVED FOR A QUALIFICATION OR UNIT BY THE DEADLINE DATE, THE EXAM PAPER WILL NOT BE PROGRESSED AND THE EXAM WILL BE CANCELLED.

Appendix 1: Explaining grades

Learners will be awarded an overall qualification grade. There will be no grade boundaries issued in summer 2020.

There will be no unit grades awarded for unitised qualifications, apart from Level 1/2 Vocational Awards and Certificates.

AS and A Level

| Qualification | Qualification grades |
|-----------------------------|---|
| GCE (A Level) Single Award | A* - E (with A* being the highest grade) |
| GCE (A Level) Double Award | A*A*, A*A, AA, AB, BB, BC, CC, CD, DD, DE, EE (with A*A* being the highest grade) |
| GCE (AS Level) Single Award | A - E (with A being the highest grade) |
| GCE (AS Level) Double Award | AA, AB, BB, BC, CC, CD, DD, DE, EE (with AA being the highest grade) |

GCSE

| Qualification | Qualification grades |
|--|---|
| GCSE Eduqas specifications, regulated by Ofqual. Single Award. | 9-1 (with 9 being the highest grade) |
| GCSE Eduqas specifications, regulated by Ofqual. Double Award. | 9-9 to 1-1 (with 9-9 being the highest grade) |

Level 3 Applied Certificates and Diplomas

| Qualification | Qualification Grades |
|---|-------------------------------------|
| Certificate in Business | A-E |
| Certificate in Criminology | A-E |
| Certificate in Food Science & Nutrition | P/M/D/D* |
| Certificate in Health & Social Care | A-E |
| Certificate in Medical Science | A-E |
| Certificate in Mathematics for Work & Life | A-E |
| Certificate in Statistical Problem-Solving Using Software | Pass/Merit/Distinction/Distinction* |
| Certificate in Tourism | A-E |
| Diploma in Business | A*-E |

| | |
|---|-------------------------------------|
| Diploma in Criminology | A*-E |
| Diploma in Environmental Science | Pass/Merit/Distinction/Distinction* |
| Diploma in Food Science & Nutrition | Pass/Merit/Distinction/Distinction* |
| Diploma in Health & Social Care | A*-E |
| Diploma in Medical Science | A*-E |
| Diploma in Professional Construction Practice | A*-E |
| Diploma in Tourism | A*-E |
| Extended Diploma in Environmental Science | Pass/Merit/Distinction/Distinction* |

Level 1/2 Vocational Awards

| Qualification | Qualification grades |
|-------------------------|--|
| Awards and Certificates | Level 1 Pass, Level 2 Pass, Level 2 Merit, Level 2 Distinction, Level 2 Distinction* |

Extended Project

| Qualification | Qualification grades |
|------------------|--|
| Extended Project | A* - E (with A* being the highest grade) |

Foundation Diploma in Art and Design

| Qualification | Qualification grades |
|--------------------------------------|--------------------------|
| Foundation Diploma in Art and Design | Pass, Merit, Distinction |

Entry Level

| Qualification | Qualification grades |
|---------------|--|
| Entry Level | Entry 1, Entry 2, Entry 3 (Entry 3 is the highest grade) |

Entry Pathways and Language Pathways

| Qualification | Qualification grades |
|---------------|----------------------|
| Pathways | Pass |

Learners whose level of attainment is below the minimum standard will receive an unclassified (U) result which will not appear on certificates.

Symbols used on a result slip

In addition to grades results slips may also contain other symbols:

X indicates that a decision has been made not to issue a result. Any subject with an (X) will not appear on the certificate.

Q indicates that a qualification grade is pending or is currently unavailable.

q indicates that a unit grade is pending. Grades were collected from schools and colleges for the overall subject only and so you will not receive a grade for any units apart from Level 1/ Level 2 Vocational Awards and Certificates. These unit results will be issued at a later date.