

SUMMER 2020

Calculated Results Appeals and Complaints for the Level 2 Certificate in Languages for Business 601/4605/9

Table of Contents

Introduction 3

Scope 3

How have results been calculated? 4

Grounds for appeal..... 4

 Candidates:..... 4

 Schools and colleges can appeal:..... 4

 Examples..... 4

The appeals process 5

Enquiries about Results and Appeals application stages 6

Complaints about bias, discrimination, malpractice or maladministration 6

Document timeline..... 8

Regulatory references..... 8

Introduction

Exams and assessments were cancelled this year due to coronavirus (COVID-19) but most candidates will still receive grades in time to progress to further study or employment.

The normal appeals process, when exams and marking have taken place, cannot happen this year as there are no exam scripts to review or mark.

An appeals policy and process has been specifically designed for summer 2020 results. This appeals process applies to GCSEs, AS, A levels, Extended Project Qualifications and the Advanced Extension Award in maths. It also applies to International GCSEs, International Advanced levels (IAL), *vocational* and technical qualifications (VTQs) and Functional Skills qualifications where calculated approaches were used.

Where candidates do not receive the grade they expected, it is important they understand their options – including the possibility of an appeal, where their school or college thinks something has gone wrong in their case.

Ofqual have confirmed that candidates cannot challenge their individual centre assessment grades this year, as any appeal would have to be undertaken by someone better placed than teachers to judge their likely grade if assessments had taken place. In the unique circumstances of this summer, Ofqual do not believe there is any such person.

Scope

This policy is only relevant to the Level 2 Certificate in Languages for Business qualification as all of our other qualifications operated a mitigation of 'delay' for Summer 2020.

Ofqual has decided that a centre may appeal to the exam board/awarding organisation if:

- it has made an error when it submitted its centre assessment grade or rank order information
- the exam board has made a procedural error
- the exam board has used the wrong statistical data for prior attainment and standardisation purposes
- the exam board has made a mistake in issuing grades
- there are exceptional circumstances, as explained in Ofqual's appeals guidance

We cannot accept appeals directly from candidates, their parents or other third parties acting on their behalf. These calculated results appeals must be submitted by the centre that provided a centre assessment grade and rank order for the candidate.

How have results been calculated?

CIOLQ was provided with rank orders and Centre Assessment Grades from the Centre this year in the absence of assessments.

The rank orders and Centre Assessment Grades contained teachers' professional judgements of the most likely grades candidates would have achieved, had they taken their assessments.

CIOLQ then conducted external sampling of the submitted grades and data from the Centre as well as referring to prior statistical results data from the Centre.

The outcome was that all centre grades were upheld after our sampling checks and statistical data analyses was carried out.

Grounds for appeal

Candidates:

- Can ask their school or college to check whether it made an administrative error when submitting their centre assessment grade or position in the rank order and if it agrees it did, to submit an appeal to CIOL Qualifications.

Schools and colleges can appeal:

- If they believe something has gone wrong in processing their results – for example, if a centre believes it has made an error when submitting its information; or similarly, that CIOL Qualifications has made a mistake when calculating, assigning or communicating a grade. Ofqual expect that any such mistakes will be quickly found and corrected
- If they can evidence grades are lower than expected because previous cohorts are not sufficiently representative of this year's candidates.

Examples

- If a single-sex school has changed to co-educational
- If the centre has had a significant change in leadership or governance and can provide objective evidence that its previous grades are not a reliable indicator of its 2020 results
- Where a centre experienced a monumental event (flooding or fire which meant candidates has to re-locate) which affected one year's results in the historical data used in the model or;
- Where – because of the ability profile of the candidates - a centre was expecting results this year to show a very different pattern of grades to results in previous years. That

could include where the grades of unusually high or low ability candidates been affected by the model because they fall outside the pattern of results in that centre in recent years. In most cases, this will only be apparent by reviewing centre wide data. Therefore centres, rather than individual candidates, will be best placed to consider whether this has occurred.

The appeals process

When an appeal application is received, we'll check it to ensure that it's valid and that we have all the information we require to review the matter. Where the application is not complete, clear or supported by the required evidence, we will return it to the centre for further action before we accept the application.

In the first instance, valid applications will be accepted for an initial appeal. This will be conducted by CIOLQ staff who will verify the procedure followed and/or the accuracy of the data used in calculating a result. They will check for errors and ensure everything has been processed correctly. The people involved in the initial review will have no personal interest in the decision being appealed. At this stage, further information may be requested by CIOLQ.

The Stage 1 - Initial Appeal outcome will be that the case is either rejected or upheld or in the case where we need to request further information; partially upheld. We will email a letter summarising the outcome of the initial appeal, normally within 30 days of receipt of the appeal application. In the event that the appeals department is unable to complete its enquiries within 30 days, we will advise of the likely extent of any delay.

If, following the initial appeals review, a centre remains dissatisfied with our response, the centre may request an independent review of the case on behalf of the candidate/s involved.

The Stage 2 – Independent Review appeal will be undertaken by an independent decision-maker. That individual is not directly employed by CIOLQ, nor an examiner or moderator working for it, nor connected to it in any other way.

When a centre submits its independent review application, CIOLQ reserves the right to produce material in response. If CIOLQ does so, a copy of that material will be provided to the centre, for information, prior to any independent review outcome.

The independent decision-maker will be provided with:

- the initial appeal application
- the centre's grounds for appeal and supporting evidence
- the information made available to the centre by CIOLQ
- the outcome of the initial appeal

- any material produced in response to the independent review application by CIOLQ as appropriate and relevant.

The independent decision-maker may decide to uphold the appeal or to reject it.

Enquiries about Results and Appeals application stages

Please refer to our Summer 2020 Calculated Results Infographic on our website for further details on the stages of available appeals, fees and timelines.

Complaints about bias, discrimination, malpractice or maladministration

We recognise and take seriously concerns about risks of bias in judgements used this summer. Although initial analysis of results suggests that at a national level there will generally be no widening of the gaps in attainment between different groups of candidates, it is likely that at an individual level some candidates may wish to make a complaint about bias or discrimination.

Ofqual have previously committed to making the process straightforward for candidates and have published information to help candidates understand whether they might have reason to complain about bias or discrimination.

Such cases will be rare, but it is important to address any such concerns and for the confidence of candidates in general, in the arrangements this year.

Where candidates have concerns about the impact of bias or discrimination on the centre assessment grade and/or rank order information they should raise these concerns with their centre as a complaint.

In some cases, it may be appropriate for evidence to be provided to the exam board as alleged malpractice.

Candidates can also contact the Equality Advisory Support Service for advice if they think they have evidence of discrimination.

You can find full contact details in Ofqual's student guides below:

Information for candidates about malpractice

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/907925/Information_for_candidates_about_malpractice-7-8-2020.pdf

Student Guide Summer 2020

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/907493/Student_Guide_Summer_2020_6.8.2020_12.30.pdf

VTQ awarding organisation appeals and complaints links

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/908314/VTQ_appeals_complaints_links.pdf

The appeals department may not be able to accept an appeal application where valid grounds have not been provided.

Important notes on submitting your appeals application forms:

Centres may request Calculated Appeals Application Forms for both Stage 1 and 2 by emailing appeals@ciol.org.uk

Stage 1 applications must be received between the 20th August and 17th September 2020. The completed form for Stage 1 cannot be received by the appeals department any later than the 17th September 2020 at 5pm.

If Centres progress to Stage 2, the application must be completed and emailed to appeals@ciol.org.uk within 14 days of the date of the communication of the outcome of the Stage 1.

Stage 1 must always have been completed before we will conduct Stage 2.

We cannot accept late applications for any reason.

Please refer to our Calculated Results Infographic for further information.

Document timeline

This document in its current form will expire on the 18th September 2020 since it is for Summer 2020 calculated results for the Level 2 Certificate in Languages for Business only.

Policy version and owner

Policy review date	August 2020
Policy owner	Responsible Officer

Regulatory references

Ofqual General Conditions of Recognition
Condition I1: Appeals and Certificates
Summer 2020 Extraordinary Regulatory Framework