



CENTRE POLICY POST RESULTS SERVICE

Policy Owner:	Head of Quality
Date Approved:	9 August 2021
Version:	V1.0
Equality Screening Date:	N/A
Date of First Issue:	9 August 2021
Date of Next Review:	TBC
Location:	Gateway & Website

Related Documentation

Title	Location	Owner
N/A		

Change Log

Location	Change from deletion/addition	Change to
New Policy		SWC standardised template

Communication

Who needs to know (for action)	Senior Management Team Heads of Faculty Heads and Deputy Heads of School Quality Team Reception Staff Staff involved in post results service
Who needs to be aware	

Communication Plan

Action	By Whom	By When
Upload to Gateway	J Lucas	On approval
Communication to Post Results Service Team	E Shackels	Mid-August 2021

Contents

1. Statement of Intent	4
2. Process Overview	4
Stage 1 – Centre Review conducted by South West College	5
Stage 2 – Appeal Stage.....	7
3. Roles and Responsibilities	7
4. Timelines and Dates.....	9
5. Conflicts of Interest.....	9
CENTRE REVIEW PROCESS FURTHER EDUCATION/WORK BASED LEARNING	
Introduction.....	10
What is the difference between a centre review and a complaint?	10
Centre Review Process	10
Authority	10
Scope and Powers.....	11
Term of Reference.....	11
Panel Membership.....	11
Appendix 1 – Student Letter requesting a Centre Review.....	13
Appendix 2 Centre Review Report Template	14
Appendix 3 Letter of Outcome.....	15

1. Statement of Intent

The purpose of this policy is to:

- Provide an overview of the Post-Results Service for Summer 2021 in the context of the guidance issued by OFQUAL, Awarding Organisations e.g. Pearson, City & Guilds, OCR, CCEA, *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021*;
- Ensure that all staff involved in the process know, understand and can carry out their roles effectively;
- Ensure students understand the Post-Results Service, the centre's role and the role of the awarding organisation (AO); and
- Provide relevant timelines to ensure the successful completion of internal processes so as not to hinder the progress of any student to the next phase of their education.

It is the responsibility of everyone involved in the Post-Results Service within South West College (SWC) to understand and implement this policy. The Centre Post-Results Service Policy is in line with OFQUAL, Awarding Organisations e.g. Pearson, City & Guilds, OCR, CCEA, *CCEA Post-Results Service, Process for Heads of Centre – Summer 2021*; **Staff will familiarise themselves with all relevant documents.**

2. Process Overview

There are two stages to the Post-Results Service; **students must commence with Stage 1 which will be completed by South West College and may then progress to Stage 2.** The two stages are:

- **Stage 1 - A Centre Review, completed by South West College.**
- **Stage 2 – An Appeal to the Awarding Organisation, submitted by South West College on behalf of a student and completed by Awarding Organisation (CCEA).**

Stage 1 – Centre Review conducted by South West College

Any student, including private candidates, who was awarded a Centre Determined Grade (CDG) or a Teacher Assessed Grade (TAG) by South West College in summer 2021 is permitted to submit a request for a Centre Review. South West College will complete a Centre Review for any student who makes a request. To help students decide whether to request a Centre Review, South West College will provide students, voluntarily or on request, with access to:

- The Centre Assessment Policy;
- The sources of evidence used to determine the CDG/TAG, including any marks and/or grades;
- Details of any variations in evidence used; and
- Details of any special circumstances that were considered in determining their grade.

All requests for a Centre Review must be made directly to the Head of Quality & Performance at South West College using the form provided (**Appendix 1**). A student may request a Centre Review if they consider:

1. South West College made an administrative error in relation to their grade; and/or
2. South West College did not follow its procedure in arriving at the CDG/TAG as outlined in the Centre Assessment Policy.

If a student wishes to submit an appeal on the ground of academic judgement (unreasonableness), this will only be considered by the Awarding Organisation at Stage 2. To enable a student to move to this stage, a Centre Review must first be completed by South West College to ensure there have been no administrative errors and that procedures have been followed, or these have been addressed.

Students may submit a priority Centre Review if they have a place at a Higher Education Institution on hold.

Determining the Outcome of a Centre Review

All Centre Reviews will be completed using the form provided by SWC (**Appendix 2**) and will be retained by South West College electronically to be submitted should a student decide to request a Stage 2 Appeal to the Awarding Organisation.

In order to determine the outcome of a Centre Review, the Head of Quality & Performance conducting the review will have access to the following records and will consider:

- The reason presented by the student for the review where this has been specified;
- The centre's assessment policy and whether it was followed;
- The evidence which was used to determine the grade;
- Any relevant assessment records that detail amendments to the range of evidence for the student and, where applicable, the steps taken to address any known mitigating circumstances or approved access arrangements;
- The records of the quality assurance processes and whether these were followed in determining the grade;
- The record of any pre-results discussions between the centre and student (for example, where a student has raised mitigating circumstances earlier in the process);
- Relevant centre administration records; and
- Any other documentation the decision-maker feels necessary to process the review.

In cases where an administrative or procedural error is identified, the Quality & Performance Manager completing the review will decide whether a grade change is required; this may require input from the Head of Faculty or Course Co-ordinator. **The outcome of any Centre Review completed by South West College may be that the grade goes up, goes down or stays the same.**

Reporting the Outcome of a Centre Review

If a grade change is considered to be required, South West College will submit an error correction request to CCEA or the Awarding Organisation as soon as possible.

South West College will provide the student with an outcome letter using the template provided in **Appendix 3**. This will include:

- Whether or not the review found a procedural failure or administrative error;
- If it did, what that error or failure was;
- The reason for the finding;
- Whether there was a grade change and, if so, what the new grade is;
- A reason for the grade change, or lack of change; and
- Information on the next steps if a student wishes to submit an appeal to CCEA.

A record of the outcome of all Centre Reviews will be retained to be submitted to the awarding organisation should a student decide to request a Stage 2 Appeal to CCEA or the Awarding Organisation.

Stage 2 – Appeal Stage

Whether or not an administrative or procedural error was found through the Centre Review, and whether or not the grade changed as a result, all students, including private candidates, have the right to submit an Appeal to the Awarding Organisation as the next stage in the process. Where requested by the student, South West College will submit such appeals on the student's behalf and include the following as required:

- CCEA or AO submission form completed by the student;
- Evidence used to determine the Centre Determined Grade, Teacher Assessed Grading; and
- Completed CCEA Candidate Assessment Record, or similar, for the student.

South West College will submit any request for an Appeal to the Awarding Organisation from a student upon the conclusion of a Centre Review. South West College will have a process in place to communicate the outcome of the Appeal to the Awarding Organisation to the student upon completion.

3. Roles and Responsibilities

South West College will:

- Have appropriate arrangements in place to conduct a Centre Review in line with the awarding organisation guidance;
- Ensure that a transparent process is in place so that students and parents understand the steps in a Centre Review;
- Complete a Centre Review if requested by a student, checking for any administrative errors and/or procedural failures;
- Decide if a grade change is considered to be necessary having completed the Centre Review;
- Make a request to the Awarding Organisation for any changes considered to be necessary to Centre Determined Grades/Teacher Assessed Grades;
- Submit any requests for an Awarding Organisation Appeal;

- Communicate the outcome of any Centre Review and/or Awarding Organisation Appeal to students;
- Retain records of all completed Centre Reviews electronically, to be submitted to the Awarding Organisation should a student decide to request a Stage 2 Awarding Organisation Appeal; and
- Provide appropriate support to students at each stage of the process, as required.

South West College will also carefully consider the requirements of their centre policies, particularly in relation to the separation of duties and personnel to ensure fairness in reviews and appeals.

The Board of Governors is responsible for approving the policy.

The Head of Centre has overall responsibility for South West College as an examinations centre and will ensure the roles and responsibilities of all staff are defined. The Head of Centre may complete Centre Reviews and/or may delegate this responsibility to another member of the centre staff e.g. Head of Quality & Performance. The Head of Centre is required to sign-off the outcome of any Centre Review. The Head of Centre should communicate the outcome of any Stage 1 Centre Review or Stage 2 Appeals to CCEA Awarding Organisation to students.

The Senior Leadership Team will support the Head of Centre in completing Centre Reviews. They may undertake a support function to students in the completion of any required paperwork or provide advice on the submission of review requests.

The Examinations Officer will submit any Stage 2 Appeal to the Awarding Organisation through the appropriate app, or delegate this responsibility to another member of centre staff. The Examinations Officer or a delegated member of staff will submit any error correction requests to the Awarding Organisation, should it be considered that a grade change is required.

Heads of Faculty and Co-Ordinators may be required to provide expert opinion on whether or not a grade change is required should an administrative error or procedural failure be identified through a Centre Review.

4. Timelines and Dates

The deadline for submission of **priority Stage 2** Appeals to CCEA Awarding Organisation, where a place at a higher education Institution is on hold, is **23 August 2021**.

In order for South West College to meet the above deadline for submission, any requests for a priority Centre Review, where a place at a higher education Institution is on hold, must be submitted no later than **16 August 2021**.

The deadline for submission of all other Stage 2 Appeals to CCEA Awarding Organisation is **17 September 2021**.

In order for South West College to meet the above deadline for submission, all other requests for a Centre Review must be submitted no later than **3 September 2021**.

5. Conflicts of Interest

To protect the integrity of the process, staff must declare any potential conflicts of interest to the Head of Centre. An example of a conflict could include conducting a Centre Review for a family member or close friend. The Head of Centre will take the appropriate actions to manage any potential conflicts of interest arising with centre staff.

CENTRE REVIEW PROCESS FURTHER EDUCATION/WORK BASED LEARNING

Introduction

Following the communication of results in August, a minority of students may feel unhappy with the outcomes of the awards process. It is therefore important that the College provide clear guidance to students as to the correct redress they must take if they feel that their final grade or mark decision has been unfairly arrived at, or, that the process employed was not properly followed. It is also important to provide guidance to students, parents/guardians and to staff.

What is the difference between a centre review and a complaint?

A Centre Review is a review against the decision of an academic body (in FE/WBL this is the Internal Assessment Panel) in terms of whether the procedures were followed properly, errors were made or the process was biased in some way. **There is no right of appeal over matters of academic judgement.** What that means is that the student cannot request a Centre Review because they disagree with the assessor/lecturers assessment of how well they met the assessment criteria.

A complaint is different and arises from a specific concern about the adequacy or quality of the provision of a programme of study or related academic service e.g. learning and teaching, learning resources, opening times of the library.

Consequently, the process that all FE/WBL students should use if unhappy with the outcome of their final grades is this **Centre Review Process**.

Centre Review Process

Under the Centre Review Process (CRP), a panel under the instruction of the Head of Quality & Performance will convene to investigate and report on all CRP's forwarded to it by student's and/or parents.

Authority

The authority for this panel derives from the above named process and from the power conferred to it by the Internal Assessment Panel (IAP).

Scope and Powers

- No one other than the Centre Review Process Panel has authority to recommend to the Chair of IAP the outcome of any academic assessment appeal presented to it by a student or their parent;
- IAP Chair will monitor the proceeding of the Panel to ensure its proper conduct;
- All deliberations of the Panel are strictly confidential and all proceedings which relate to individual students are confidential to members of the panel;
- Decisions made by the panel can be communicated to students/parent through IAP Chair;
- All deliberations of the panel will take place with due regard to the principles of transparency, independence and impartiality;
- Should any member of the panel have a personal interest in any case forwarded to the panel they are to declare it before the panel convenes so the Chair can consider a replacement;
- The panel will convene as required by the College.

Term of Reference

- A Centre Review Process Panel will be established by the Head of Quality & Performance as requested by a student and/or parent.
- The panel is responsible for considering the evidence presented to it by either the student/parent, Programme Co-ordinator or other relevant staff.
- The panel will forward the outcome of their deliberations to the Chair of IAP.
- In determining the outcome the panel will pay due regard to the maintenance of academic standards, fairness and consistency.
- The Panel will only consider an appeal where the process for awarding a grade or mark is perceived not have been followed not according to the published guidelines.
- The time period for all appeals as been outlined under Timelines and Dates Section 4 Pg4.

Panel Membership

The Chair will convene the panel and ensure impartiality from the School where the appeal originates from by ensuring that Head of School representatives are taken from other two Faculties.

Chair: Head of Quality & Performance (IAP Chair)

Secretary: Quality & Performance Administrator

Head of Faculty:

Head of School Professional Social Services

Head of School Built Environment

Head of School Automotives, Computing, Engineering

The Quality & Performance Unit will archive all Academic Assessment Appeal Reports.

Signed Chief Executive



Date 09.08.21

Signed Chair of the Board of Governors



Date 09.08.21

Appendix 1 – Student Letter requesting a Centre Review

Dear Head of Quality & Performance

I wish to request a Centre Review (Stage 1) against the decision take by the academic body in relation to my final grades. The Centre Review is made on the grounds that (delete as appropriate):

1. South West College made an administrative error in relation to my grade;
2. South West College did not follow its procedure in arriving at the Centre Determined Grades/Teacher Assessment Grades as outlined in the Centre Assessment Policy. (Please state if you require the Centre Assessment Policy to be forwarded through to you).

Regards

Student/Parent

Appendix 2 Centre Review Report Template

DATE OF REVIEW HEARING :
NAME OF APPLICANT :
REASON FOR REVIEW (delete at appropriate) <ul style="list-style-type: none">• Mark/Grade decision has been unfairly arrived at• That the process employed was not properly followed
FACULTY: SCHOOL:
PROGRAMME TITLE:
ACADEMIC ASSESSMENT APPEAL PANEL MEMBERSHIP (use initials or job titles only) Chair Head of Faculty <ul style="list-style-type: none">• Head of School PSS• Head of School BECLS• Head of School ACE
MINUTES FROM REVIEW PANEL (keep brief and evidenced based)
OUTCOME OF REVIEW PANEL PROCESS (delete as appropriate) The outcome of the Review Panel is the appeal is upheld for the following reasons: The outcome of the Review Appeal Panel is the appeal is not upheld for the following reasons:

Appendix 3 Letter of Outcome

(Date to be inserted)

Dear Student

The Centre Review Panel was convened on (date to be inserted). The Panel was Chaired by the Head of Quality & Performance and consisted of the Head of Faculty and three Heads of School, independent from the School were the review relates to.

Discussion focused on the nature of the review, that is, you feel that final grade/mark(s) were unfairly arrived at and/or that processes were not correctly followed (delete as appropriate).

The panel to arrive at its final decision, which was unanimous, examined a range of highly trusted evidence. The outcome reached by the panel is as follows:

The outcome of the Centre Review Panel is that your appeal has been upheld. Your course co-ordinator will be in contact with you to discuss your next steps.

The outcome of the Centre Review Panel is the appeal has not been upheld.

Regards

Elizabeth Shackels

Head of Quality & Performance

Document Development

Details of staff who were involved in the development of this policy:

Name	Role
Elizabeth Shackels	Head of Quality & Performance

Details of staff, external groups or external organisations who were consulted in the development of this policy:

Name	Organisation	Date
N/A		

Approval Dates

Approved by	Date
Chair of Governing Body	9 August 2021

Document History

Issue no. under review	Date of review:	Persons involved in review	If changes have been made, please refer to change log.	New Issue No.	If changes made was consultation required?	If changes made was Equality Screening required?
New Policy						