

POLICY ON APPEALS AND REQUESTS FOR INFORMATION RELATING TO EXAMS – AUGUST 2020

Due to the exceptional circumstances of Coronavirus and the cancelling of all Summer 2020 exams, there will need to be a different approach to appeals and the sharing of exam information.

Centre Assessed Grades (CAGs) and rankings must not be shared with candidates ahead of 8am on results days. CAGs and pupil rankings are considered personal data and are not exempt from subject access requests (SARs) made under the General Data Protection Regulations 2018. The College will respond to any FOI requests about the global grade profile and variation from the predicted profile with due regard to individual privacy and data protection laws.

The College policy will be to provide students with their CAGs (but not rankings) on request. This will enable a supportive conversation to be had with a student in the days following results' day with a focus on their progression.

Rank orders will not be shared as part of this. Providing a student with their rank order could inadvertently reveal information about other students' data and constitute a data breach and knowing ranking is not particularly useful to the student. If a student does request to know their rank order, this will be treated as formal SAR and will be referred to the Data Protection Officer.

Appeals and Complaints

Dissatisfaction with the grades issued by exam boards does not in itself constitute grounds for appeal, unless there is evidence that there has been a technical error by the centre or the board.

Candidates can complain to the Centre about the process, for example, if they believe they have suffered from discrimination. This can be dealt with under the College Complaints Policy which can be found on our website www.halesowen.ac.uk. Candidates can also raise issues directly with the relevant exam board if they wish.

- Students should speak to College staff if they think they might have a reason to appeal.
- The College can submit an appeal on a student's behalf and, in some cases, awarding organisations will accept appeals directly from students.
- Where the student or the College is not happy with the outcome of the appeals process, they should complain to Ofqual.
- Further detail on appeals can be obtained from awarding organisation websites.

Autumn Exam Series

Students entered for the summer 2020 exams series may enter for October 2020 A level series or November 2020 GCSE series at the institution where they were originally entered (excludes GCSE Maths and English resits as a condition of funding). It may, however, be educationally sensible to wait until the summer 2021 series to resit.