

# St Crispin's School

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St. Crispin's  
Excellence for all



9<sup>th</sup> July 2021

Dear Parents/Carers and Students

## Re. Year 11 and Year 13 Examination Results and Appeals process

I write as promised to provide students and their families with further details regarding the GCSE and A-Level awarding process. As you know students in May/June successfully completed, mercifully with little interruption from Covid 19, their additional assessments to support the grading process. Teachers have determined the grades using the evidence we selected and have previously shared with you. Each grade has been checked by at least two teachers, the Head of Department and myself as Headteacher. These Teacher Assessed Grades (TAGs) were submitted to the exam boards by us as a holistic assessment of students' performance in each subject, following a rigorous process of assessment, moderation and internal quality assurance. All grades were sent to the exam boards by 18<sup>th</sup> June 2021. These grades were then subject to an external quality assurance checks. The Joint Council for Qualifications (JCQ) have produced a timeline sheet which sets out this process [here](#)

Results days for Year 11 and Year 13 are:

- **Year 13, A Level Results Day:** **Tuesday 10<sup>th</sup> August**
- **Year 11, GCSE Results Day:** **Thursday 12th August**

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All results will be **shared electronically via our Insight platform**. JCQ has embargoed results which means we are not permitted to release them before **8.30am**.

No results will be emailed; instead all results can **be accessed by students via the school INSIGHT portal**. Albeit very strange, but in line with exam board guidelines, we are regretfully not permitted to share results directly with Parents or Carers.

To avoid any issue on the results days with the INSIGHT portal, **we strongly recommend each student check their INSIGHT account in advance**.

Students can log into their INSIGHT portal on this link <https://insight.st-crispins.wokingham.sch.uk/INSIGHT/> using their school email address and password for the school computer system.

Details for using the INSIGHT portal are as follows:

Login to INSIGHT using the first part of your school email address (i.e. Smithpa) and password

- Go to <https://insight.st-crispins.wokingham.sch.uk/INSIGHT/> or install the App on a smart device.
- Exam results will appear under the Examinations tab. The Examinations results section is accessed via the menu bar at the top of the screen if viewing on a webpage and under the examinations tab if viewing via the App
- Year 13 will also see previous GCSE results as well as their A level results
- A statement of results can be printed from the website by right clicking the mouse and selecting print

If there are any problems with this either now or on result day itself, please contact [insight@crispins.co.uk](mailto:insight@crispins.co.uk) There are additional instructions and a help sheet at the end of this letter.

All results will need to be viewed via INSIGHT **by 31st August**.

On the results days, as well as examination results, students will receive further information to support them on their next steps in education. Where a student needs additional advice for entry to university from Year 13 or to our Sixth Form from Year 11, we have made arrangements to provide this support through individual meetings via phone call, face to face meeting or Microsoft Teams.

**For Year 13 students, members of the Sixth Form Team will be available Tuesday 10<sup>th</sup> August and Wednesday 11<sup>th</sup> August** to speak with any student who needs guidance or support for their university place or higher-level apprenticeship. A number of staff will be



available please simply send an email to Mrs Collett, Head of Sixth Form [collettc@crispins.co.uk](mailto:collettc@crispins.co.uk) and in turn the member of staff will agree a time to meet with the student and their parents.

Year 11 students can contact Mrs Bennetts, Acting Head of Year 11 [BennettsL@crispins.co.uk](mailto:BennettsL@crispins.co.uk) who will be able to signpost additional advice and support. This will specifically include individual advice via our independent Careers Service – Adviza <https://www.adviza.org.uk/>. Finally the excellent National Careers Service can provide advice by calling 0800 100 900, or by visiting [www.nationalcareers.service.gov.uk/contact-us](http://www.nationalcareers.service.gov.uk/contact-us). Students who have taken BTEC qualifications can access additional support and guidance [here](#) or phone us on 0345 618 0440. For students intending to carry on their education at St Crispin's Sixth Form you will receive a separate letter outlining from the Sixth Form team regarding what practical steps and information to expect.

**The DfE have confirmed that students in both Year 11 and 13 will have the opportunity to actually sit their GCSE and A-Level examinations in what is called an “additional series” ;** in other words a specially put on public examination series for these unique cohorts who have been affected by Covid 19 cancellation of usual summer exam series. Information about the additional series can be found [here](#). Students can sit these public exams if they feel they could have demonstrated improved performance in an exam or if they need an improved result to progress onto the next stage of their education. In most cases, however students will want to use their awarded GCSE or A level.

**In the event that you think an error has been made in deciding grades, students may appeal.** The guidance booklet for students and parents produced by JCQ can be found [here](#)

As I have previously done, I thought it would be helpful to outline the grounds and stages for appeal in a series of key questions. Again much akin to sharing the results in the first place as a Centre we can only process an appeal from the student rather than at a parental request. I still think this very odd and an unhelpful arrangement but it is one we are compelled to follow! **Consequently only students can access their results and only a student can submit an appeal.**



## Q&As

### What do I do if I think there is something wrong with a grade?

All students have the opportunity to appeal their grade. It is important to note that an appeal may result in a grade being lowered, staying the same, or of course go up. This means if a student puts in an appeal and their grade is lowered, they will receive the lower mark.

As I have previously mentioned there is also the option to resist GCSEs, A levels and some AS levels in the autumn, which may be preferable to some students. The design, content and assessment of these papers will be the same as in a normal exam year.

### What are the grounds for appeal?

There are five main grounds for appeal set across two appeal stages. Both the grounds of appeal and the stages of appeal are determined by the Joint Council for Qualifications (JCQ). The grounds for appeal are:

1. You think we have made an **administrative error**: an example of this would be putting the wrong information into a spreadsheet.
2. You think we have made a **procedural error**: this means we haven't properly followed our own process, as approved by the exam board, as set out in our Centre Policy [here](#)
3. You think the **awarding organisation has made** an error
4. You think the **academic judgement on the selection of evidence was unreasonable**: you think the evidence used to grade you was not reasonable.
5. You think the **academic judgement on the grade you were given was unreasonable**.

Please note that the latter two grounds for appeal can't be raised until stage one of the appeals process is fully completed.

### What does 'unreasonable' mean?

'Unreasonable' is a technical term in this context and means that **"no educational professional acting reasonably could have selected the same evidence or come up with the same grade."**

This means that just because other forms of evidence may have been equally valid to use, the selection of evidence is not unreasonable. As a result of the flexibility of the approach this year, every school and college will have certainly used different forms of evidence.



**This means that the independent awarding organisation reviewers will not remark students' work/evidence.** Instead, they will look to see whether any teacher acting reasonably could have arrived at the same grade.

### **What is a priority appeal?**

Priority appeals will be handled more quickly than other appeals, where possible before UCAS's advisory deadline of 8<sup>th</sup> September 2021.

Priority appeals are only open to **A-level students starting university this autumn, who have missed out on the conditions of their firm offer.**

If a student decided not to confirm a firm conditional offer and to go through clearing instead, JCQ cannot offer you a priority appeal.

JCQ do not offer priority appeals for any other course including GCSE.

When making a priority appeal, students will have to include their UCAS number so it can be confirmed that it is a genuine priority appeal.

### **What should I do if I don't get into my first choice of university?**

First, don't panic. As shared earlier in my letter students are strongly encouraged to speak to a member of the Sixth Form team about your options; they are the experts and can help guide you through your options. You may wish to go through clearing, or sit the autumn exams or summer exams next year to try to improve your grade.

If you are going to appeal your grade, you must let your university know you are appealing. They will then let you know whether they will hold a place for you pending the outcome of an appeal (please note however that universities are not obliged to hold a place for you; this is at their discretion).

### **What should I do before appealing?**

Students must read the JCQ Student and Parent guide before appealing, which will be available on the JCQ <https://www.jcq.org.uk/>

**We will give you every possible help and support to understand the appeal process.** However **we will not be able to offer advice and guidance on the wisdom, likely success or otherwise of an appeal this summer** as we would in normal years, as we have already moderated and quality assured all the grades ourselves.

## How do I make an appeal?

Following results days, students who wish to appeal should fill in the **first section of the JCQ form [here](#)** (the same form is also available on the St Crispin's website) and **send it to this email address [appeals@crispins.co.uk](mailto:appeals@crispins.co.uk)**

By using this unique email address we will be able to make sure that no appeal is misplaced nor that does it mistakenly goes to a member of staff who is not working over the summer to process the appeals.

Equally we **require appeals to be submitted filling the JCQ form** as this ensures that all information has been provided and more critically that a student reads and signs the form to authorise the process. If you send an email requesting an appeal we will send you a copy of the form and ask you to fill it in. Again if the form is not signed we will need to contact you to do so as signing the form gives consent for the appeal to be processed. You do not need to literally physically sign and bring in the form, as with common practice an electronic signature sent from your email account is sufficient. Naturally it is wise to keep your own copy of all documentation and email exchange.

Recognising I am utterly labouring the point the authorisation to agree the appeal really is very important as it acknowledges that you accept both the possible benefit and risk of entering the process!

Figure: screenshot of the first two pages in the JCQ form [here](#) you must use to appeal for Stage One

Appendix B - Optional Student Request Form for Centre Reviews and Appeals to Awarding Organisations

**Important information for students**

**What may happen to your grade during the centre review and appeals process?**  
If you request a centre review or an awarding organisation appeal there are three possible outcomes:

- Your original grade is **lowered**, so your final grade will be lower than the original grade you received.
- Your original grade is **confirmed**, so there is no change to your grade.
- Your original grade is **raised**, so your final grade will be higher than the original grade you received.

Once a finding has been made you cannot withdraw your request for a centre review or appeal, if your grade has been lowered you will not be able to revert back to the original grade you received on results day.

**What will be checked during a centre review?**  
You can ask the centre to check whether it made a **procedural error**, an **administrative error**, or both. A procedural error means a failure to follow the process set out in the centre policy. An administrative error means an error in recording your grade or submitting your grade to the awarding organisation. You must request a centre review before you can request an awarding organisation appeal. This is so the awarding organisation is certain that your grade is as the centre intended.

**What will be checked during an awarding organisation appeal?**  
You can ask the awarding organisation to check whether the centre made a **procedural error** - or whether the awarding organisation itself made an **administrative error**. You can also ask the awarding organisation to check whether the **academic judgement** of the centre was unreasonable, either in the selection of evidence or the determination of your grade.

**When do I need to submit my request?**  
You should submit a request for a centre review by **16 August 2021** for a **priority appeal**, or by **3 September 2021** for **non-priority appeals**.

Once you have received the outcome of your centre review, if you wish to request an awarding organisation appeal you should do so as soon as possible. Your school or college will submit this on your behalf. Requests for a priority appeal should be submitted by **23 August 2021** and requests for non-priority appeals should be submitted by **17 September 2021**. Priority appeals that aren't submitted to the awarding organisation by 23 August 2021 will still be treated as a priority but they may not be completed in time for those with a higher education place dependent on the outcome of the appeal.

**What is a priority appeal?**  
A priority appeal is only for students applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal an A level or other Level 3 qualification result. You should inform your intended higher education provider that you have requested a centre review or appeal.

**What is your UCAS personal ID and why is it needed?**  
Your UCAS personal ID is the 10 digit code included in all correspondence from UCAS. This is needed to confirm that a student's place is dependent on the outcome of the appeal.

**Stage one - centre review**

**A. Student request**  
This section is to be completed by the student. A request for a centre review must be submitted to the centre, not the awarding organisation. A centre review must be conducted before an appeal to the awarding organisation. This is so the awarding organisation is certain that your grade is as the centre intended.

Centre Name  Centre Number

Student Name  Candidate Number

Qualification title e.g. AQA GCSE English Language

Teacher Assessed Grade issued

Is this a priority appeal?  Yes  No If Yes provide your UCAS personal ID e.g. 123-456-7890

A priority appeal is only for students applying to higher education who did not attain their firm choice and wish to appeal an A level or other Level 3 qualification result.

**Grounds for centre review**  
Please tick one or both of the options if they apply to your request. If you don't think either apply, your centre will still conduct a review for administrative and procedural errors so the awarding organisation can be certain that your grade is as the centre intended.

Administrative Error by the centre (e.g. the wrong grade/mark was recorded against an item of evidence)  Procedural Error by the centre (e.g. reasonable adjustment/access arrangement was not provided for an eligible student)

**Supporting evidence**  
Please provide a short explanation of what you believe went wrong and how you think this has impacted your grade. There is a 5,000 character limit.

**Acknowledgement**  
I confirm that I am requesting a centre review for the qualification named above and that I have read and understood the information provided in the 'Important information for students' section above. In submitting this review, I am aware that:

- The outcome of the review may result in my grade remaining the **same**, being **lowered** or **raised**.
- The next stage (Stage Two, the appeal to awarding organisation) may only be requested once the centre review (Stage One) has been requested and concluded.

Student Name  Student signature  Date

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## What are the two stages of an appeal?

The two stages of appeals are:

- A centre review known as stage one
- An awarding organisation appeal known as stage two

Any appeal must begin with a stage one which is a centre review. St Crispin's School is your exam centre. At this stage we as the centre will check for any administrative errors, and/or check that our policies and procedures were followed correctly, depending on your grounds for the stage one appeal.

Our centre policy has already been approved by the exam boards, so we are only checking that we followed this properly.

A copy of our Centre Policy is available [here](#)

## What exactly will be checked during a centre review?

As a centre we will carefully check whether we have made a procedural error, an administrative error, or both.

A procedural error means a failure to follow the process set out in our centre policy. An administrative error means an error in recording your grade or submitting your grade to the awarding organisation.

At the centre review stage, if we find that a grade should go up or down, we will ask the exam board to change it. They will then consider this request.

We will use the same JCQ form [here](#) you would have submitted to us to inform you about the outcome of stage one.

If you still remain concerned that there has been an error in how your grade was determined, following the outcome of your stage one appeal, you can proceed to a stage two appeal.

As mentioned previously stage one of the appeals process must be complete before you can progress to stage two (an appeal to the awarding organisation). This is so the awarding organisation is certain that your grade is the one we intended to give.

B. Centre review outcome			
<small>This section should be completed by the centre and shared with the student as a record of the outcome of the centre review.</small>			
<b>Centre Review Outcome</b>			
<small>Please tick the outcome of the review and then record the original grade and the revised grade if applicable.</small>			
Upheld	<input type="checkbox"/>	Not upheld	<input type="checkbox"/>
Partially upheld	<input type="checkbox"/>	Partially not upheld	<input type="checkbox"/>
Original Teacher Assessed Grade		Revised Teacher Assessed Grade if applicable	
<b>Information considered by the centre</b>			
<small>Please provide a short explanation of the evidence that you have reviewed. There is a 5,000 character limit.</small>			
<b>Rationale for the outcome of the centre review</b>			
<small>Outline the centre's findings from the centre review e.g. procedural or administrative error and if relevant, details of the error. There is a 5,000 character limit.</small>			
<b>Authorisation and dates of next stages</b>			
<small>Please complete the boxes as appropriate. Boxes 1 and 2 must be completed in every case. Boxes 3 and 4 need only be completed when requesting a grade change.</small>			
1. Date that the decision and rationale was issued to student		2. Date student informed of how to proceed to stage 2 (appeal to awarding organisation)	
3. Confirmation that a senior leader has authorised any grade change		4. Date that grade change is submitted to awarding organisation	



## What will be checked during an awarding organisation appeal?

Following the outcome of a centre review, students may still choose to pursue the second appeal stage which is an **awarding organisation appeal**.

You will need resend the same JCQ form from stage one again [here](#), however this time you fill in section titled Stage 2 which we will then send on your behalf to the awarding organisation.

Students or parents cannot send appeals directly to the awarding organisation themselves – the guidance says it must come from us.

In the JCQ form at stage two you can ask the awarding organisation to check whether the centre made an administrative or procedural error - or whether the awarding organisation itself made an administrative error. You can also ask the awarding organisation to check whether the academic judgement of the centre was unreasonable, either in the selection of evidence or the determination of your grade.

At this stage of the appeal you need to set out evidence to support the appeal and give a clear reason of why you are appealing. Again you also have to sign a second acknowledgement that you understand the benefit and risks of progressing the appeal.

The outcome of the awarding organisation appeal will be communicated to students when made.

Stage two - appeal to awarding organisation	
<small>This section is to be completed by the student. An awarding organisation appeal must be submitted to the centre and the centre will then submit it to the awarding organisation.</small>	
<b>Grounds for appeal</b> <small>Please tick the grounds upon which you wish to appeal.</small>	
1. Administrative error by the awarding organisation	<input type="checkbox"/>
<b>2. Procedural issue at the centre</b>	
a. Procedural Error	<input type="checkbox"/>
b. Issues with access arrangements / reasonable adjustments and/or mitigating circumstances	<input type="checkbox"/>
<b>3. Unreasonable exercise of academic judgement</b>	
a. Selection of evidence	<input type="checkbox"/>
b. Determination of Teacher Assessed Grade	<input type="checkbox"/>
<b>Evidence to support an appeal</b> <small>Please provide a short explanation of what you believe went wrong and how you think this has impacted your grade where that relates to your chosen ground for appeal. In some cases you must provide a clear reason but it doesn't have to be lengthy.</small>	
<b>1. Administrative error by the awarding organisation</b> <small>You must provide a clear explanation. There is a 5,000 character limit.</small>	
<b>2 (a) Procedural Error</b> <small>This is where the centre made a procedural error that has not been corrected at Stage One or the centre did not conduct its review properly and consistently. If you can, please add a further explanation below or alternatively refer to the information that you have already provided above. There is a 5,000 character limit.</small>	

## What are the deadlines for priority appeals?

The published deadline for requesting a priority appeal is 16<sup>th</sup> August 2021. You will need to state your UCAS personal ID to confirm that your place at University is dependent on the outcome of appeal.

We will attempt to complete the centre review by 20<sup>th</sup> August 2021\*. If students wish to progress this to an awarding organisation appeal, they must send the completed form to us by 23<sup>rd</sup> August 2021 for priority appeals.

\*At both stages of the appeals process, there may be the need for specialist, expert knowledge (e.g. subject teachers, SEND knowledge). This may not be possible in August.

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In such cases, we may have to wait until the start of term, but priority appeals will still be treated as a priority.

### **What are the deadlines for non-priority appeals?**

Non-priority appeals are any A levels, GCSEs or vocational qualifications, where a firm university place is not pending.

The published deadline for submitting a centre review is 3<sup>rd</sup> September 2021; and the deadline for submitting an awarding organisation appeal is 17<sup>th</sup> September 2021.

### **You know my own/my child's grades. Why can't you tell us! What if you already know we haven't met our university conditional offer?**

We are forbidden from disclosing the Teacher Assessed Grades to any third party, including students and parents, until results days. Any teacher or member of staff who does this is committing exam malpractice.

Although students may have been given marks or grades on single pieces of evidence, we cannot disclose the final submitted grade.

During the awarding organisation's external quality assurance process which took place in June/July, our submitted grades may be moved up or down (although this year this will always be done through human agency, not by an algorithm).

We know what a student's conditional offer is but obviously this has not formed part of our objective grading of students. Where we do know this information, we must not let students know their grades, even in the case that they haven't met the conditions of their offer.

### **What can be the possible outcome of making an appeal?**

If you request a centre review or an awarding organisation appeal there are three possible outcomes:

1. Your original grade is raised, so your final grade will be higher than the original grade you received.
2. Your original grade is confirmed, so there is no change to your grade.
3. Your original grade is lowered, so your final grade will be lower than the original grade you received.



### **Is there any risk in seeking an appeal?**

Once a finding or error has been made the school must continue to deal with the error to rectify it even if you attempt to withdraw your request for a centre review or appeal. If your grade has been lowered you will not be able to revert back to the original grade you received on results day.

Consequently when placing an appeal the student will have to sign a declaration saying that they accept the fact their grade may go down and they may get a lower grade than their original Teacher Assessed Grade.

### **Finally**

Appeals systems do tend to be complex but I hope these posed questions and answers help you in navigating the process. As shared previously we will absolutely support anyone navigating the practical parts!

Above all things however I trust students will be proud of and take the pleasure they rightly deserve from their achievements on these up-coming results days.

I remain as ever still very keen to continue to find a way to celebrate leaver's events in the future and we have several possible ideas already scoped out and indeed provisionally booked. I have already met with student elected representatives in the form of the Head boy and Head girl team whose year group were also terribly disappointed as to what might be possible in the future and indeed their preference for the type of event. Plans will be finalised early in the new academic year by when I hope we will have had a positive summer of living with the virus in this new way and the specific restrictions placed on now a few months in the past and no longer required. I confess I still greatly fear suggesting this new arrangement only to being forced to disappoint everyone again. Not knowing what the new academic year may still yet bring it still could be the case that it is not possible to rearrange the event or to the satisfaction of absolutely everyone but given the Prime Minister's announcements this week I most certainly will try!

Yours faithfully,

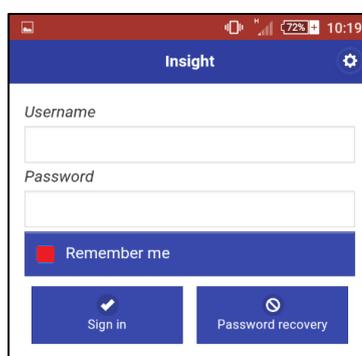


Ms Rhodes

Headteacher

## Guide to installing the INSIGHT App

1. Go to the App Store or Play Store and search for “TASC Insight”.
2. Download and install this as you would with any other app.
3. Once you have installed and opened the app, you will need to click the cog button on the top right of the screen then either scan the QR code on the INSIGHT homepage on the website on your PC, or enter the URL of your Insight page into the app.
4. The URL for our school is <https://insight.st-crispins.wokingham.sch.uk/INSIGHT/>



5. You will need to login using the first part of your school email address (Smithpa) and password
6. **We would suggest that for online safety you do not click on the ‘remember me’ button if you are using the app on your phone or a shared device.**
7. You can also access INSIGHT on a PC: <https://insight.st-crispins.wokingham.sch.uk/INSIGHT/> If you have any queries or issues accessing the app please contact us at [insight@crispins.co.uk](mailto:insight@crispins.co.uk)