

Summer 2020 Results, Post-Results Services & Available Options **A Guide for Students & Parents/Carers**

This document provides details of the awarding process for summer 2020, arrangements for results and information about what options are available where students have any concerns or queries about their grades. This information was correct at the time of publishing on 22 July 2020 however updates may be required as Ofqual, the Joint Council for Qualifications (JCQ) or the awarding bodies release further information. All updates will be highlighted in yellow and the 'Last Updated' date below will be amended.

LAST UPDATED: 22 July 2020

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For any queries or concerns relating to this document, please contact Mrs Seddon in Fullbrook Exams Office by email (exams@fullbrook.surrey.sch.uk).

I. Process for Awarding Results this Summer 2020

As determined by Ofqual, schools have submitted Centre Assessment Grades (together with a rank order within each grade) for each student for every subject based on evidence of performance.

Fullbrook have followed the guidance and regulations issued by Ofqual, the Joint Council for Qualifications (JCQ) and the individual Awarding Bodies to insure that the centre assessment grades and rank orders submitted by us represent a fair and accurate holistic judgment of the grade the student would most likely have received had the exams taken place.

All judgments were objective and informed by a range of evidence of students' performance during their courses of study, such as in homework, class work, mock exams and non-exam assessments and general progress during the course. Fullbrook undertook a rigorous internal standardisation and data verification process to ensure that all professional judgements were made free from any bias and to deliver accuracy of all data submitted to exam boards.

For the reason of fairness, exam boards have standardised grades using a statistical model developed with Ofqual to award grades to candidates, which ensures that grading standards are consistent across all centres. Although the rank order of candidates will not be changed, the standardisation by awarding bodies means that the final grades candidates receive may be different to the centre assessment grade submitted by Fullbrook. Ofqual have produced a 'Grading in 2020 Information for Students' video which can be viewed here <https://www.youtube.com/watch?v=fRTyGmUJlrw> and

Fullbrook has followed guidance and regulations from Ofqual, the JCQ and Awarding Bodies to produce this document. Links to their documentation are provided here:

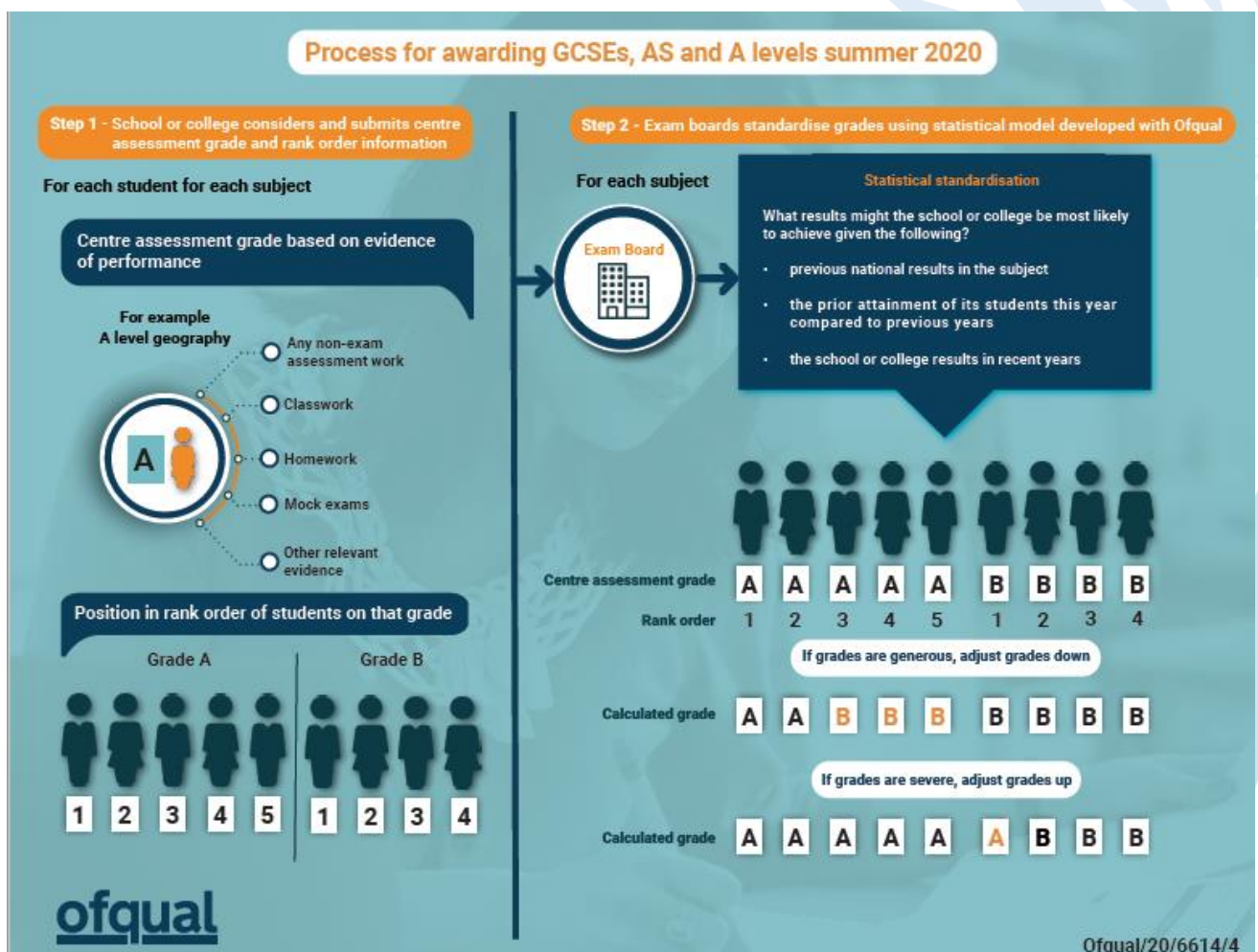
JCQ <https://www.jcq.org.uk/media-centre/news-releases/>

Ofqual guidance on Awarding qualifications in summer 2020 <https://www.gov.uk/government/publications/awarding-qualifications-in-summer-2020>

their infographic on the process of awarding qualifications this summer is contained at the end of this section.

Students can request their Centre Assessment Grade(s) from Fullbrook Exams Office either on or after results day(s) by completing the form **'FBK EXAMS FORM 1 - Student Request for Centre Assessment Grade'** and submitting this by email to exams@fullbrook.surrey.sch.uk. This does not affect your rights as described within the GEP Academies (Fullbrook) Data Protection / Privacy Notice <https://www.gepacademies.com/dataprivacy/>.

Any candidate (who was originally entered for exams this summer) that would like an opportunity to improve their grade may enter for the additional Autumn 2020 Exam Series or for exams in Summer 2021. Students also have the right of appeal, which is outlined in the relevant section of this document.



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2. Arrangements for Results Days

The arrangements for results days are significantly different this year in order to protect the safety of our staff and students during the COVID-19 pandemic. All students and parents/carers have been sent communication outlining our arrangements for results this summer and inviting students to collect their results.

Results Day	Qualification type
13/08/2020	GCE (AS, A Levels) and other Level 3 qualifications
20/08/2020	GCSE and other Level 1/2 qualifications

Uncollected results will be posted out at the end of results day to the address held on our system. If you require alternative arrangements to receive your results please refer to the details below.

Results for private candidates will be sent by email after 8am on results day to the address you supplied on your entry form. Results for Year 12 and 13 students for GCSE English Language and Maths will be emailed to the student school email address after 8am on results day.

2.1 Alternative arrangements for results

Whilst we hope that the vast majority of students will collect their results themselves, should any student feel uncomfortable or are not able to collect their results in person, alternative arrangements can be made. Examination results are the legal ownership of the student and therefore any student requiring their results by alternative means must make this request in advance of results day(s) by contacting the Exams Office. Students can make a request for an alternative arrangement by emailing Mrs Seddon in advance (exams@fullbrook.surrey.sch.uk).

Request for results to be emailed to student

Students must give authorisation prior to results day and provide their full name and candidate exam number. Unless otherwise specified, student results will be emailed to the students' school email address.

Authorisation for Results to be collected by a representative

In some circumstances, students can nominate another individual to collect their results on their behalf. Students who wish to request this must give their authorisation prior to results day and state; their full name and candidate exam number and the full name of their nominated adult representative who will be collecting their results. Please note that the named representative will be required to show photographic identification on collection.

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3. Concerns about results

At results time Ofqual will be producing information for students that sets out how grades were calculated this year and the options available if a candidate believes their result was not properly produced, including access to appeal.

The National Careers Service Exam Results Helpline offers advice each year for students who have not received the results they had hoped for (phone: 0800 100 900, open Monday – Sunday 8am-10pm <https://www.gov.uk/careers-helpline-for-teenagers>). Ofqual will also make a helpline available to students and their parents/carers to talk about the appeals process and any other questions they may have their results this summer.

Awarding bodies will also be producing further information and Fullbrook will signpost students and parents/carers to any relevant information at results time.

Fullbrook will have senior members of staff available (and those from relevant year group teams and the exams office) on and after results day(s) to support students with their needs. This support can be provided both face-to-face and remotely by phone or Zoom meeting. Advice is also available by email. Any student who cannot be seen on site during results day(s) should email their year group team or the exams office to organise an alternative time.

If candidates have a concern about a grade they can ask Fullbrook Exams Office to:

- Check whether an error was made when submitting your centre assessment grade and rank order to the awarding body.
- Seek any information the awarding body holds as to how your final grade was calculated during their standardisation process.
- Provide information about the opportunity to take an exam in the additional Autumn 2020 or the Summer 2021 Exams Series.

Any student who feels they have evidence of bias, discrimination or any other reason why a centre did not fairly assign a grade or ranking should raise this with Fullbrook in the first instance by making a complaint following the GEP Academies (Fullbrook) Complaints Policy <https://www.gepacademies.com/wp-content/uploads/2019/07/GEP-Complaints-Policy-Final.pdf> using the appropriate form (<https://www.gepacademies.com/complaints/>).

If a candidate has evidence of serious malpractice by a school, it may be more appropriate for candidates to provide such evidence to the relevant awarding body who could investigate for malpractice, according to the JCQ 'Suspected Malpractice Policies and Procedures' document (<https://www.jcq.org.uk/wp-content/uploads/2020/01/2019.12.13-JCQ-Suspected-Malpractice-19-20.pdf>).

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4. Post Results Services and Arrangements for Appeals

The usual post-results services and appeals processes do not apply this summer. This section provides details of the options available for summer 2020.

4.1 Centre Assessment Grade Requests

Students can request their Centre Assessment Grade(s) from Fullbrook Exams Office either on or after results day(s) by completing the form '**FBK FORM 1 - Student Request for Centre Assessment Grade**' and submitting this by email to exams@fullbrook.surrey.sch.uk. Students may also use this form to request details of the process that Fullbrook used in order to produce Centre Assessment Grades and rank order information. This does not affect your rights as described within the GEP Academies (Fullbrook) Data Protection / Privacy Notice <https://www.gepacademies.com/dataprivacy/>.

4.2 Arrangements for Appeals

Ofqual have determined the arrangements for awarding qualifications this summer 2020 and state:

4.2.1 Centres can appeal on behalf of candidates if they believe that the centre itself made an error when submitting a centre assessment grade or rank order information, or if it believes an awarding body made a mistake when calculating, assigning or communicating a grade. Centres must have informed written consent in order to make an appeal on a candidates behalf as the appeal could result in the final grade being lower than, higher than, or the same as the grade which was originally awarded.

On results day(s) students will receive a permission form where they can sign to give their consent for Fullbrook to make an appeal on their behalf.

4.2.2 Candidates can appeal their grades through their centre if they feel the process this summer was not followed correctly in their case.

A candidate can:

- Ask their centre to appeal on their behalf to an awarding body if there is evidence that leads a candidate to believe:
 - The centre made an error when submitting a centre assessment grade or rank order information.
 - An awarding body made an error when calculating, assigning or communicating a grade.
- Request an internal appeal against the centre's decision
 - Not to seek any information the awarding body holds that would be needed for an appeal; and/or
 - Not to appeal to the awarding body.

A candidate cannot:

- Appeal against their centre assessment grades and position in the rank order.
- Appeal in respect of the process or procedure used by their centre in calculating their centre assessment grade and position in the rank order.
- Appeal directly in any respect to the awarding body.

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Candidates can request Fullbrook to make an appeal on their behalf by completing the relevant form **'FBK FORM 2 - Student Request for Appeal'** and submitting the form by email to exams@fullbrook.surrey.sch.uk **by the deadline (dates yet to be confirmed by awarding bodies – to be updated).**

Fullbrook will review each request for appeal on an individual basis and respond via email to advise the candidate whether an appeal is recommended. The candidate will be required to pay any appeal fees as set by the awarding bodies in advance of an appeal being made by Fullbrook. Any fees that are refunded to Fullbrook by an awarding body which may be due where an appeal is upheld by the awarding body will subsequently be refunded to the candidate. Where an appeal is not recommended by Fullbrook, a candidate has the right to make an internal appeal against that decision (see details below).

4.2.3 Internal appeals procedure

Fullbrook will:

- Inform candidates of the arrangements for appeals prior to the issue of results and the accessibility of senior members of centre staff immediately after the publication of results by issuing this *Information document* – **'Summer 2020 Results, Post-Results Services & Available Options – A Guide for Students & Parents / Carers'**.
- Appeal to an awarding body on a candidate's behalf if it believes the centre itself made an error when submitting a centre assessment grade or rank order information or if it believes an awarding body made a mistake when calculating, assigning or communicating a grade.
- Ask the candidate to provide written informed consent (informed consent via candidate email is acceptable) before an appeal is submitted to the awarding body as the appeal could result in the final grade being lower than, higher than, or the same as the grade which was originally awarded.
- Only collect consent after the publication of results.
- Where relevant, advise an affected candidate to inform any third party (such as a university or college) that an appeal has been submitted to an awarding body.

Fullbrook will not:

- Seek any information the awarding body holds that would be needed for an appeal if it does not believe an awarding body made a mistake when calculating, assigning or communicating a grade.
- Appeal to an awarding body on a candidate's behalf if it does not believe the centre itself made an error when submitting a centre assessment grade or rank order information or if it does not believe an awarding body made a mistake when calculating, assigning or communicating a grade.

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An internal appeal can be submitted to the centre where a candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision:

- Not to seek any information the awarding body holds that would be needed for an appeal and/or
- Not to appeal to the awarding body.

An internal appeal can be submitted by:

- Completing and submitting the **'FBK EXAMS FORM 3 - Summer 2020 Internal Appeals'** by the deadline **(dates yet to be confirmed by awarding bodies – to be updated)** and no later than 5 working days prior to the centre's internal deadline for submitting a request for an appeal.

The appellant will be informed by email of the outcome of the appeal before the centre's internal deadline for submitting a request for an appeal.

If the internal appeal is upheld by the centre, resulting in an appeal on the candidate's behalf being submitted to the awarding body:

- Any awarding body fees which may be charged for an appeal must be paid to Fullbrook by the appellant before the appeal is submitted to the awarding body (fees are available from the Exams Office).
- If the appeal is upheld by the awarding body, this fee may be refunded by the awarding body and in such circumstances, repaid to the appellant by the centre.

Summary of deadlines relating to appeals

FBK EXAMS FORM 2 - Student Request for Appeal form: (dates yet to be confirmed by awarding bodies – to be updated)

FBK EXAMS FORM 3 - Summer 2020 Internal Appeals Form: (dates yet to be confirmed by awarding bodies – to be updated) and no later than 5 working days prior to the deadline for submitting a Request for Appeal form

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5. Additional Autumn Exam Series 2020

Any student who was originally entered for an exam this summer and would like an opportunity to improve their grade may choose to enter the additional Autumn Exam Series 2020. Alternatively, candidates may choose to enter for exams in summer 2021.

	Examination Dates	Deadline to submit Application of Entry Form
GCE (AS and A-Level)	Monday 5 – Friday 23 October 2020	Friday 28 August 2020
GCSE	Monday 2 – Monday 23 November 2020	Monday 7 September 2020

Candidates should consider their options carefully and may like to speak to Fullbrook staff to help them make an informed decision about whether to enter examinations for Autumn 2020. Fullbrook advise students to take into account whether their awarded grade will prevent them from accessing their chosen further education provider/course of study or from entering employment before deciding upon making an entry for the Autumn 2020/Summer 2021 series. It is also important that students are fully prepared to sit examinations and should consider whether they will have had time to complete any further study and revision they may require. Students are responsible for ensuring that they are fully prepared for all examinations.

Students wishing to enter for Autumn 2020 will sit their exams at Fullbrook. In exceptional circumstances, for example where a candidate has moved away, it may be possible to transfer entries to an alternative centre.

5.1 GCSE English Language and Maths – Grade 3 and under

Students who would normally be entitled to take GCSEs in English Language and Maths in November will also be able to take exams in those subjects. This applies to any student over the age of 16 who has not achieved a grade 4 or above that is required for their chosen further education course(s) of study. Candidates should in this case first seek to enter for these qualifications with their further education provider, where available.

5.2 Non-Exam Assessment & Endorsements

With the exception of Art and Design, there will be no non-exam assessment for Autumn 2020 and all results will be based upon examination performance alone. For Art and Design grades will be based on performance in a new set task, taken under normal supervised conditions and marked by the exam board.

Students will be able to carry forward their endorsements for A level practical science and geology and GCSE English Language into the Autumn 2020 series.

5.3 Results and Post Results Services for Autumn 2020

Results days for Autumn 2020 exams will be published by awarding bodies in due course and these will be communicated via our website. Normal review of marking and appeal arrangements will apply to the autumn series.

Ofqual have determined that both the result(s) awarded in summer 2020 and the result awarded for Autumn 2020 will stand. Students who wish to only show the higher of these grades on their

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certificates will be able to request a replacement certificate from the relevant exam board. There may be a fee for this service.

5.4 Autumn 2020 Entry Deadlines

Candidates may enter for the Autumn 2020 exam series by completing the **'FBK EXAMS FORM 4.1/4.2 - Autumn 2020 Application for GCE / GCSE Entry'** and submitting this by email to the exams office according to the deadlines specified. Any forms received after the deadline will only be processed subject to approval by the Exams Officer and, in accordance with Exam Board deadlines. All exam board qualification / examination fees within the Autumn series are chargeable to the candidate, except for F6 students requiring a 're-sit' of GCSE English Language or Maths to achieve a grade 4 or above required for their course. All fees are payable at the time of this form being submitted and in advance of entries being made.

	Deadline to submit Application of Entry Form
GCE (AS and A-Level)	Friday 28 August 2020
GCSE	Monday 7 September 2020

5.5 Entry Fees

All fees are payable at the time of the application form for entry being submitted and in advance of any entries being made. Please note that as awarding bodies have not yet published their fees for Autumn, all examination fees shown in the application forms are based on the awarding body fees as published for summer 2020, and as such may be increased or decreased accordingly.

There is an administration fee of £25 per candidate.

Fees should be paid by BACS using the reference EXAMS and your CANDIDATE NUMBER and as much of your LAST NAME as character limit allows (example: EXAMS1234SEDDON).
Sort code: 40-47-08 Account number: 42272822 Account name: Fullbrook

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6. Certificates for Summer 2020

Certificates for Summer 2020 will be available to collect during two collection periods (as outlined below) and by a strict appointment system in order to maintain COVID-19 safety measures. Please note that Fullbrook continuously monitor government guidance relating to COVID-19 and, for the safety of our students, staff and visitors, it may become necessary to make changes to the planned collection of certificates. Any changes to these published details will be communicated via the Exams page on the Fullbrook school website <http://www.fullbrook.surrey.sch.uk/exams/>.

6.1 Current Fullbrook 6 Students

Summer 2020 certificates will be available for collection from the F6 Student Support Office between Monday 30 November and Friday 4 December 2020. Students should contact Mrs South in advance to arrange a time for collection.

6.2 Ex-students

Students who have left Fullbrook will be able to collect their certificates in December, during the following collection periods by appointment only: From Monday 7 December until Wednesday 16 December 2020 (Monday – Friday, between the hours of 8:00am and 10:00am or 11:30am-2:45pm) from reception. Full details of the appointment system will be available on our website later in the year. Ex-students are required to bring photo ID when collecting. Ex-students may nominate someone to collect certificates on their behalf but must advise the Exams Office in advance (in writing via email using the relevant form). The nominated individual must also bring photo ID.

6.3 Alternative Arrangements

Students / Ex-students who are unable to collect examination certificates can either nominate someone to collect on their behalf or request for these to be posted by a 'tracked and signed for' service (for which a fee of £5 applies for secure postage) by completing the form '**FBK EXAMS FORM 5 - Alternative Arrangements for Certificate Collection**'. This form must be completed (with payment in full for postage requests) in advance and submitted by email to exams@fullbrook.surrey.sch.uk.

6.4 Uncollected Certificates

Please note that Fullbrook are only required to retain uncollected certificates for a period of one year, after which point they may be securely destroyed in accordance with JCQ regulations. Due to the restrictions in place for the collection of certificates during COVID-19 Fullbrook will retain certificates for an additional 6 months. Fullbrook would like to make you aware that some Exam Boards do not offer a replacement certificate service and in such circumstances will issue a Certifying Statement of Results, which may incur a fee.

7. Payment Information

Where payment is required, it must be received in full prior to any services, entries and requests being processed.

Payments should be made by BACs:

Sort code: 40-47-08

Account number: 42272822

Account name: Fullbrook

All payments must have the following reference so payments can be identified:

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EXAMS, followed by your CANDIDATE EXAM NUMBER and your LAST NAME (or as much of LAST NAME as character limit allows).

For example: EXAMS1234SEDDON

Should you have any problems with payments via BACs please contact the Exams Office to discuss alternative payment methods.

No student will be penalised due to inability to pay and, should this difficulty arise, please do not hesitate to contact the exams office in confidence (exams@fullbrook.surrey.sch.uk).

