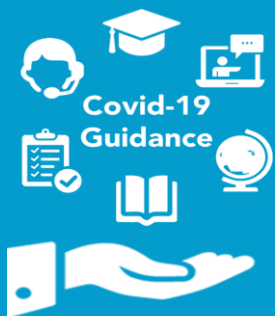


Appeals for calculated results

An overview of the appeals process, in relation to Covid-19 disruption.

Summer 2020





Version and date	Change detail
1.0 – 30 July 2020	First edition
1.1 – 05 August 2020	Amended edition <ul style="list-style-type: none"> • Added details on the “wrong data” ground for appeals. • Fees added

Appeals for calculated results

This document details the appeals process for summer 2020 assessments with calculated results. For these assessments, the following principles apply:

- Appeals can be made on the grounds that City & Guilds did not use the correct information or follow the correct procedures.
- It is not possible to appeal the professional judgements of tutors or centres.
- There will be no ‘Enquiry about results’ process for calculated results, as City & Guilds has not marked or moderated any candidate work for these assessment components.

If a centre is unhappy with a result, they can go straight to the initial review stage of the process as described below.

1. Which qualifications this applies to

Results issued this summer where the centre submitted centre assessment grades. This includes Technicals, Functional Skills, Essential Skills Wales, Essential Northern Ireland, ESOL and Core maths. For VRQs, it applies only where the centre has submitted centre assessment grades. For adapted assessments, the standard appeals process applies.

For details on the appeals process for the Extended Project, please refer to the [JCQ appeals](#) document.

2. Who can appeal

Centres can appeal a calculated result. If a candidate is unhappy with their result(s), they should ask their centre to appeal on their behalf, candidates cannot apply directly. The centre must get consent from the candidate before making an application.

3. Deadlines

All applications for an appeal must be received by Thursday 17 September. The email address for applications is policy@cityandguilds.com. The application forms are available on the [City & Guilds website](#).

A request for an independent review must be made within 20 working days of the outcome of the initial review.

4. Grounds for appeal

The centre must set out clearly and concisely the grounds for appeal and include the evidence they have to support this in their application. City & Guilds may not accept appeals where the grounds or reasons are not clear.

Appeals for calculated results can be made on the basis that City & Guilds:



- did not apply published procedures consistently;
- did not follow published procedures properly and fairly;
- used the wrong data; or
- issued a result incorrectly.

The “wrong data” includes where the centre made an error in submitting Centre Assessment Grades, for example submitting the incorrect grade for a candidate or not including a candidate in the submission.

Appeals cannot be accepted on the professional judgements of tutors and centres. There are no common criteria against which a decision could be made on the judgement. City & Guilds has not marked or moderated any candidate work for these assessment components.

5. Appeals process

As detailed in our [Enquiries and Appeals](#) document, the purpose of an appeal is to identify whether City & Guilds followed the correct processes, procedures and policies in determining the result of an assessment. The process for calculated results is different, there are two stages, as described below:

Initial review: The initial review involves checking the data used and procedures followed.

Independent review: If the centre is not happy with the outcome of the initial review, they can proceed to this stage. It involves an independent person reviewing the written evidence provided by the centre and City & Guilds, and then deciding the outcome of the appeal.

At the end of each stage, an outcome letter will be sent to the centre. This will detail the outcome, along with the reasons for the decision and any further actions the centre can take. An appeal does not need to go through the whole process, if a clear error is identified before both stages have been completed. This is designed to minimise any delays in correcting results.

6. Outcomes

If the appeal is upheld, the case will be referred back for remedial action. City & Guilds will take action to correct or mitigate if any errors identified. These actions may include other candidates affected, even if they were not named in the application.

The Independent review is the final stage of the City & Guilds appeals procedure. City & Guilds cannot accept any further appeals after this stage. However, the centre can complain to the regulator, information will be provided as part of the outcome letter where this is the case.

7. Fees

The fees for each stage are:

Initial review:£50

Independent review:£100

City & Guilds will invoice the centre for the correct fee. Where the outcome of the appeal is in favour of the centre, the centre will not be charged.



8. Related documents

Ofqual has issued guidance on appeals within the [Extraordinary regulatory framework: vocational and technical qualifications, COVID-19 Guidance](#).

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Giltspur House 5-6 Giltspur Street London EC1A 9DE

T +44 (0)20 7294 2468

F +44 (0)20 7294 2400

cityandguilds.com

