

# Alternative Assessment arrangements 2021

## Appeals for Teacher Assessed Grades

Technical qualifications and B1 VRQs

For the period of  
Spring and Summer 2021



Version 1.0



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## 1. Introduction

This document sets out the process for appealing against results issued in summer 2021 using Teacher Assessed Grades (TAGs) for the following qualifications:

- [Technical qualifications](#),
- [Vocationally-related qualifications](#) (VRQs).

The appeals process for summer 2021 allows candidates to appeal their grade where they believe there has been an error. They **must** first ask their centre to review whether an administrative or procedural error has been made.

If the centre identifies an error with the grade it submitted to City & Guilds, it must submit a revised grade with rationale for the grade change to City & Guilds. If City & Guilds is satisfied with the rationale presented by the centre **and** it considers it is appropriate to correct the result, it will issue a revised grade.

Where the centre does not believe that an error has been made but a candidate believes that an error persists, a candidate may ask the centre to submit an appeal to the City & Guilds on their behalf. The centre **must** submit the candidate's appeal if requested and must provide the required full supporting evidence.

Depending on the grounds of the appeal, City & Guilds will consider:

- whether the grade reflects an unreasonable exercise of academic judgement
- and/or whether the centre followed its procedures properly and consistently in arriving at the candidate's result or in conducting its review
- and/or whether the awarding organisation made an administrative error.

### **Key differences from the JCQ appeals process**

Where possible, the appeals process for these qualifications mirrors the JCQ process for this year. However, there are some differences based on the different ways these qualifications are assessed and how the TAG process has been applied. The key differences are:

- TAGs for these qualifications are at component level,
- for the VRQs (unlike the Technicals), assessments have continued to be available, as well as TAGs,
- some of the components are not graded.

For these reasons, appeals must be made a component level, however, an appeal can be submitted for multiple components.



## 2. Correcting errors

### Before results are issued

If the centre discovers an error in their submission, before the results are issued, they should contact City & Guilds as soon as possible. It is important to correct any errors before results are issued.

In a small number of cases, the error may be identified too close to results day for it to be rectified before the candidate receives their results. In these cases, the centre must make clear to the candidate when they receive their results that an error has been identified and reported to City & Guilds. The centre must explain to the candidate what impact this is likely to have on their grade, particularly if the grade will be lower as a result. City & Guilds will issue the revised result as soon as possible after results day.

### After results are issued

For errors identified after results are issued, the action required depends on the type of error, please see the table below for examples:

Type	Examples	Action
Missing information	<ul style="list-style-type: none"> <li>• Candidate missed off submission,</li> <li>• Component missed off submission,</li> </ul>	Submit the information on the Walled Garden
Incorrect information	<ul style="list-style-type: none"> <li>• TAG submitted for the wrong component,</li> <li>• Candidates with similar names mixed up,</li> </ul>	Contact City & Guilds and request a correction.

If the centre identifies missing information after the final submission window on the Walled Garden has closed, they should contact City & Guilds and request an amendment.

Please see section 5, **Applications**, for more information on how to contact City & Guilds.

### Rationale for corrections

Where the centre requests for a result to be changed, City & Guilds will review the request and then inform the centre whether the change can be made. The centre must include the reason(s) for the amendment in their request, as this will be a factor in the decision. City & Guilds may ask for evidence to support the correction.

Where City & Guilds agrees to correct the result, the centre will be informed and told the timescale for the amended result being issued on the Walled Garden.



### 3. Stage One - centre reviews

This is the first stage of the appeals process in summer 2021.

#### Requesting a review

A candidate may submit a request for a centre review on the grounds that the centre has:

- failed to follow its procedures properly or consistently in arriving at that result, or
- made an administrative error in relation to the result.

Requests for appeals on the grounds of academic judgement (unreasonableness) will only be considered by City & Guilds (at Stage Two) and not by centres. In these cases, an initial centre review must still be completed to ensure that the centre has not made any procedural or administrative errors.

A centre review **must** be completed before an appeal can be submitted to City & Guilds. Any appeals submitted where this has not happened, will be rejected.

Centres **must** accept and complete any request for a review from a candidate.

#### Identifying errors

Centre administrative error should be easy to identify and determine.

##### Examples of administrative errors

- A TAG submitted for the wrong component.
- Candidates with similar names mixed up.

The centre's procedure will already have been checked by City & Guilds as part of the EQA process. The focus of a review on procedural grounds is on whether the centre followed its procedure properly and consistently in arriving at the TAG.

##### Examples of procedural issues the candidate may reference:

- mitigating circumstances at the time of an assessment,
- access arrangements/reasonable adjustments for an assessment.

#### The process for a review

Centres will need to consider:

- the reason given for the review,
- the centre's procedure for TAGs and whether it was followed properly and consistently,



- the evidence which was used to determine the TAG and the IQA records,
- any relevant centre administration records.

In cases where the centre considers that there has been a procedural failure or administrative error, the centre needs to decide whether this affected the TAG submitted. The outcome may be that the grade is raised, stays the same or is lowered, depending on the impact of the error.

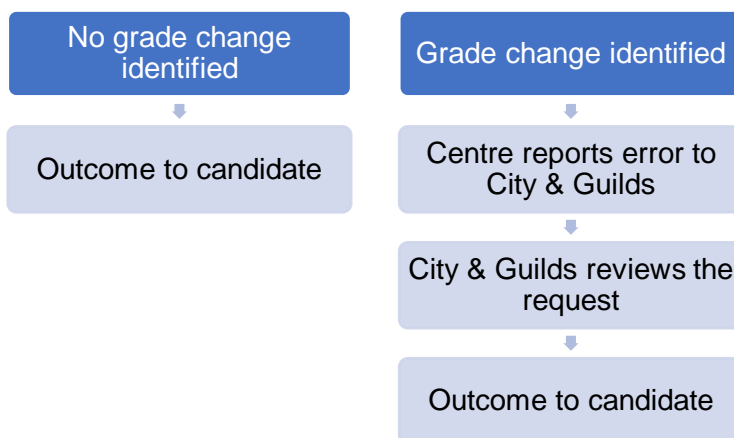
Centres can use the JCQ template request and consent form or develop their own form. The centre must keep a record of all review applications received, and the outcomes of those reviews.

## Outcomes

The review should either confirm the original grade or identify that the grade should be changed.

Any changes to TAGs must be submitted to City & Guilds **before** the candidate is informed.

If the centre's review finds an error and a grade change is needed, the centre must submit an error correction request to City & Guilds as soon as possible, with the reasons. City & Guilds will make the final decision on changing the grade. The amended grades can then be shared with the candidate, with the outcome of the centre review. In cases where City & Guilds disagrees with the centre's decision to amend a grade, reasons will be given to the centre.



The centre must tell the candidate the outcome of the review. This must include:

- whether or not the review found a procedural failure or administrative error,
- whether there was a grade change and, if so, what the new grade is,
- how to appeal to City & Guilds.

Candidates can then submit an appeal to City & Guilds as the next stage in the process. Any appeal to City & Guilds must be submitted by the centre. Candidates cannot submit appeals directly to City & Guilds, without going through the centre.



## 4. Stage Two – appeals to City & Guilds

This section covers the centre's role in submitting the appeal requests, including the supporting information needed, what City & Guilds will do and how outcomes will be reported.

### Requesting an appeal

Any candidate can submit an appeal, through their centre, after they have received the outcome of their centre review.

#### Possible grounds for an appeal:

- a procedural error by the centre,
- an administrative error by City & Guilds, or
- an unreasonable exercise of academic judgement (either the way the TAG was determined and/or the selection of evidence).

An appeal can only be made against a result issued. If the candidate requests an appeal, the centre **must** submit it to City & Guilds. City & Guilds will not accept appeals directly from candidates.

### How to appeal

Type	Information required from the candidate	Rationale required
Procedural error	<ul style="list-style-type: none"> <li>• what the centre failed to do,</li> <li>• why that was a failure to follow the centre's procedures, and</li> <li>• why that failure was important to the TAG.</li> </ul>	For appeals in relation to mitigating circumstances or access arrangements / reasonable adjustments
Administrative error	<ul style="list-style-type: none"> <li>• in what way City &amp; Guilds made an administrative error, and</li> <li>• what difference it made to the TAG.</li> </ul>	Yes
Academic judgement	In what way there was an unreasonable exercise of academic judgement: <ul style="list-style-type: none"> <li>• in the selection of evidence,</li> <li>• in the determination of a TAG.</li> </ul>	For appeals on the selection of evidence.

City & Guilds will request access to the evidence used to determine the TAG where this is required to complete the appeal.

### Process for appeals

#### Procedural and administrative errors

As procedures are evaluated at the centre review stage, it is expected that most procedural errors and centre administrative errors will have already been rectified by the centre before an appeal is submitted. These appeals will be completed by a member of City & Guilds staff.



## Unreasonable exercise of academic judgement

Where an appeal is made on the grounds of an unreasonable exercise of academic judgement, the TAG is the starting point and not any alternative grade put forward as part of the appeal. Therefore, the appeal will focus on whether the TAG was unreasonable and not if any other TAG would also have been reasonable.

### The independent reviewer will consider:

- Was the original TAG reasonable?

### The independent reviewer will *not* consider:

- Could a different TAG have been given?

The reviewer will only conclude that there has been an unreasonable exercise of academic judgement if the TAG was clearly wrong and there was no basis upon which that grade could properly have been given.

Where the appeal concerns the selection of evidence, the academic decision will be considered in the context of the information submitted on the centre policy and approach form.

An independent reviewer will be a subject matter expert and trained to evaluate appeals. The independent reviewer will have no personal interest in the decision being appealed and will evaluate any appeal made on the grounds that there was an unreasonable exercise of academic judgement by the centre.

## Outcomes

As a result of the appeal, the case will either be rejected (disallowed) or upheld (allowed) in whole or in part. The fact that an appeal has been upheld (allowed) will not necessarily result in a grade change for the candidate.

If an error is identified that affects the grade, City & Guilds will amend the grade if it is clear what the new grade should be. In some cases, the case may be referred back to the centre, to review the evidence and determine if the TAG needs to change. If it does change the TAG, this would then be resubmitted to City & Guilds, for quality assurance checks and processing.

There are no further stages of appeal for candidates with City & Guilds this year. However, the candidate may be able to complain to the relevant [regulator](#), details on how to do this will be provided as part of the outcome letter where this is the case. This information must be shared with the candidate.





## 5. Applications

### Deadlines for applications

The deadline for appeals is 17 September 2021.

### Timescales

City & Guilds will aim to complete appeals as soon as possible. We will aim to complete Stage Two of the appeals process (the City & Guilds appeal) within 25 working days of the receipt of the application. Due to the nature of appeals this year, they may require additional input from centres, and it may not always be possible to meet this target.

There is no set timescale for Stage One of the appeals process (the centre review).

### Contact details

For queries relating to appeals, contact the address below:



[policy@cityandguilds.com](mailto:policy@cityandguilds.com)



## 6. Glossary

<b>Appellant</b>	An <i>appellant</i> is the person or organisation appealing against a City & Guilds decision.
<b>Candidate</b>	A <i>candidate</i> is an individual who is registered with City & Guilds and working towards a full or part qualification at a <i>centre</i> .
<b>Centre</b>	A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
<b>Regulator</b>	<p><i>Regulator</i> refers to the qualification regulators in the UK, which are:</p> <ul style="list-style-type: none"> <li>• Ofqual for centres in England,</li> <li>• Qualifications Wales for centres in Wales,</li> <li>• CCEA Regulation for centres in Northern Ireland.</li> </ul>
<b>Working day</b>	A <i>working day</i> is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom or the country of that centre.



## 7. Further advice and guidance

### General guidance

For all general queries relating to arrangements for awarding in 2021, contact our Customer Support team who are available Monday to Friday 8 am to 6 pm excluding UK public holidays.



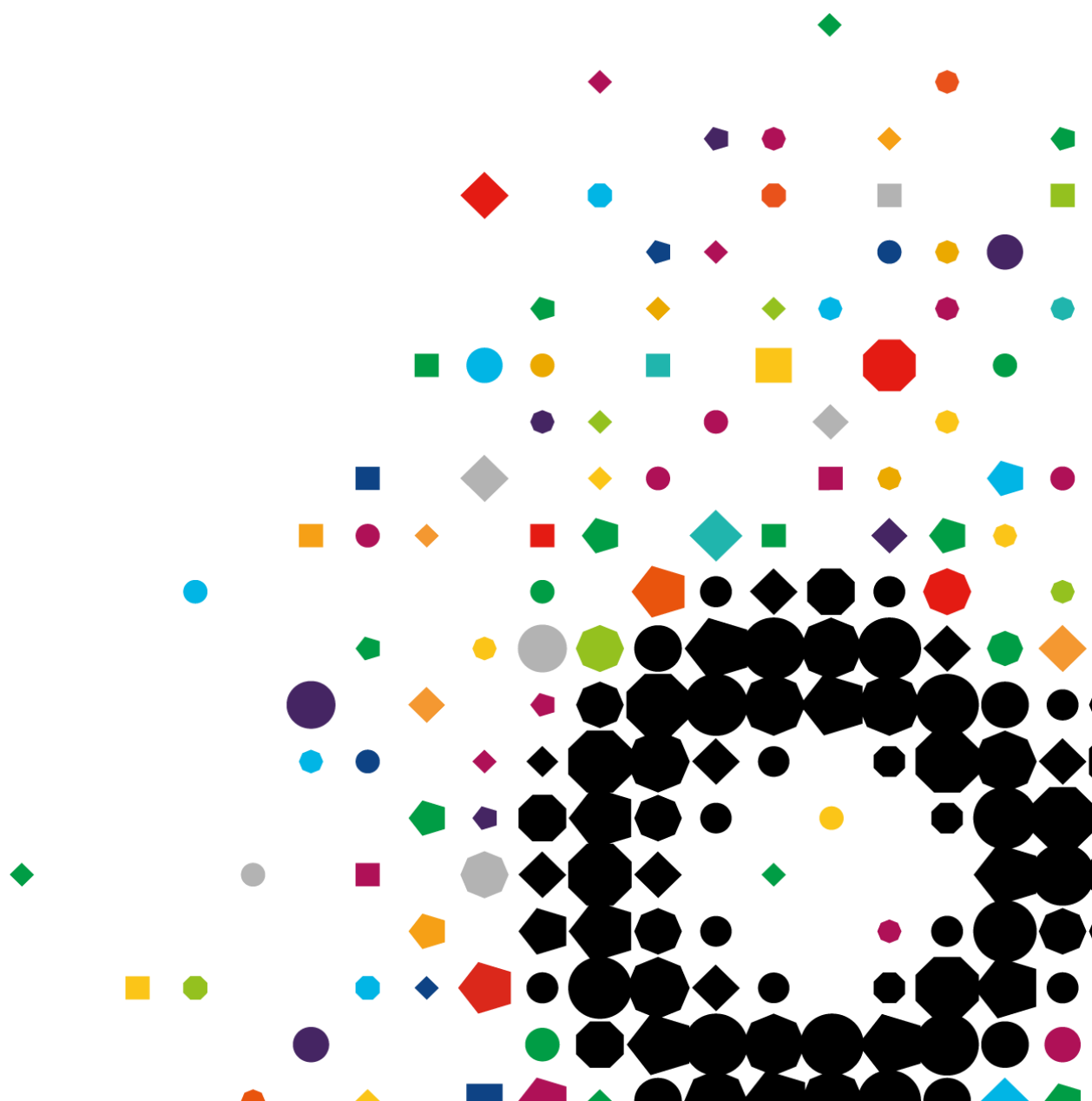
[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)



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<https://www.cityandguilds.com/covid-19>





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