

Alternative Assessment arrangements 2021

Appeals for Teacher Assessed Grades

Functional Skills and ESOL Skills for Life qualifications

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:

- Functional Skills (3748, 4748),
- ESOL Skills for Life (4692).

Centre appeals

Ofqual's guidance states that TAGs are available for these qualifications where candidates are ready to take an assessment but are not able to do so because of public health and safety guidance. The centre must establish a candidate is eligible for a TAG on these grounds. If City & Guilds rejects the TAG because either the candidate does not meet the eligibility criteria or there is insufficient evidence for a pass grade, the centre can appeal this decision.

Candidate appeals

The DfE's [direction](#) to Ofqual includes: *if a student believes their grade is wrong, they should be able to ask their centre to check for errors and make sure they followed their own process correctly. If a student still believes their grade is wrong, then the centre will submit an appeal to the exam board on their behalf.*

The letter also includes that: *It is important that students who are awarded their qualifications in a similar way to GCSEs, AS and A levels have access to a right of appeal on the same basis as those set out for GCSEs, AS and A levels, noting that the exact nature of the processes might need to differ to recognise the different nature of the qualifications.*

The City & Guilds appeals process for Functional Skills and ESOL Skills for Life has been developed to reflect the policy position described above. Where it differs from the process for General Qualifications, this is because the qualifications and their TAG processes are also different.

Where a centre has not applied for a TAG because they do not have enough evidence for a pass, the candidate can appeal this decision. Where the centre determines a candidate is not eligible for a TAG because the assessment can be delivered in line with public health measures, the candidate cannot appeal this decision. If a candidate disagrees with the centre's decision on their eligibility for a TAG, they should make a complaint to the centre. After they have exhausted the centre's complaints process, they can complain to City & Guilds.

Adapted assessments

Where assessments can be delivered in line with public health measures, including remotely, it is the Department for Education's (DfE) policy position that they should be permitted to proceed. For results for these qualifications issued following completed exams or internally marked assessments, please refer to the City & Guilds *Enquiries and Appeals* document, which is available [here](#). This also includes adapted assessments, such remote invigilation or assessment.



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.

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"> • Candidate missed off submission, • Component missed off submission, • Candidate not entered for all relevant qualifications 	Submit at the next available window
Incorrect information	<ul style="list-style-type: none"> • Candidate entered for the wrong level, • Candidates with similar names mixed up, • Candidate entered for legacy Functional Skills English (3748) instead of reformed English (4748). 	Contact City & Guilds and request a correction.

If the centre identifies missing information after the final submission window, 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 results being issued on the Walled Garden.



3. Candidate appeals

For these qualifications, we have instructed centres to only apply for a TAG where they consider that they have evidence to support a pass grade for the candidate. Candidates may however appeal this decision by the centre if they think there has been an error or if the centre did not follow their internal processes. Centres must accept a request from a candidate to review their decision.

Stage 1: The centre reviews their decision that there is insufficient evidence to support a TAG

The centre should review their decision in line with their own internal appeals procedure and consider:

- whether the evidence available for the candidate meets the requirements for a pass grade¹,
- the centre's process for determining and quality assuring TAGs,
- how the centre concluded there was insufficient evidence for a pass grade and their rationale for this decision,
- any points raised by the candidate.

There are two possible outcomes:

- If the centre concludes that a TAG should have been submitted for the candidate, they should submit the TAG at the next available window. If this is not possible, the centre should contact City & Guilds as soon as possible.
- If the centre concludes that their decision was correct and a TAG cannot be submitted for the candidate, they should inform the candidate of the outcome and the reasons why.

Stage 2: Appealing to City & Guilds

The candidate can appeal to City & Guilds if:

- the centre, after reviewing their decision, confirms they do not have sufficient evidence for a TAG, and
- the candidate still believes this decision by the centre is wrong.

The candidate can then ask the centre to submit an appeal to City & Guilds on their behalf. The centre **must** submit the candidate's appeal to City & Guilds and provide the evidence to support the centre's original decision and the outcome of their review. Candidates cannot submit appeals directly to City & Guilds, without going through the centre.

City & Guilds will provide an outcome or an update to the centre on an appeal within 25 working days. If the appeal is upheld, City & Guilds will ask the centre to apply for the TAG.

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.

¹ The requirements are listed in the *Information for centres on the determination of Teacher Assessed Grades*, for [Functional Skills](#) or [ESOL Skills for Life](#).



4. Centre appeals

Grounds for appeal

The centre can appeal to City & Guilds where their application for a TAG is rejected, because either:

- the candidate does not meet the eligibility criteria,
- there is insufficient evidence for a pass grade.

The centre can appeal on the grounds that City & Guilds has not followed its procedures correctly or made an administrative error.

Stage 1 – City & Guilds appeal

The centre must set out clearly and concisely the grounds for appeal and include the evidence they have which supports this in their application. City & Guilds may request further details where the grounds or reasons for the appeal are not clear.

City & Guilds will provide an outcome or an update to the centre on the appeals within 25 working days. See below for more details on the potential outcomes of an appeal.

Stage 2 – independent appeal

If the centre is not happy with the outcome of Stage 1, 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. Please refer to the City & Guilds Enquiries and Appeals document for more information on Stage 2 appeals, which is available [here](#).

There are no further stages of appeal with City & Guilds. However, the centre can 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.

Outcomes

If the appeal is upheld (at either Stage 1 or Stage 2), the case will be referred back for remedial action. City & Guilds will take action to correct or mitigate if any errors identified. For example, this could involve asking the centre to reapply for a TAG or correcting the results that have been issued. These actions may include other candidates affected, even if they were not named in the appeal application.

Example

The centre makes a submission at the eligibility stage for five candidates. City & Guilds rejects the submission for one candidate. The centre thinks this decision is incorrect, as their rationale was the same for all five candidates. The centre can submit an appeal against the decision.



5. Applications

Deadlines for applications

The deadlines are as follows:

Type of appeal	Deadline
Appeals from centres	20 working days after the date the result was issued ²
Appeals on behalf of a candidate	17 September 2021

Legacy Functional Skills English (3748-01) and mathematics (3748-02)

The last certification date for is 31 July 2021, no results for these qualifications can be issued after this date.

Contact details

Administrative errors

Contact our Quality team who are available Monday to Friday 8.30 am to 5 pm excluding UK public holidays.



fs.quality@cityandguilds.com



0300 303 53 52

Appeals

For all other queries relating to appeals, contact the address below:



policy@cityandguilds.com

² The date of the result on the Walled Garden.



6. Glossary

Appellant	An <i>appellant</i> is the person or organisation appealing against a City & Guilds decision.
Candidate	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> .
Centre	A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
Regulator	<p><i>Regulator</i> refers to the qualification regulators in the UK, which are:</p> <ul style="list-style-type: none"> • Ofqual for centres in England, • Qualifications Wales for centres in Wales, • CCEA Regulation for centres in Northern Ireland.
Working day	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.



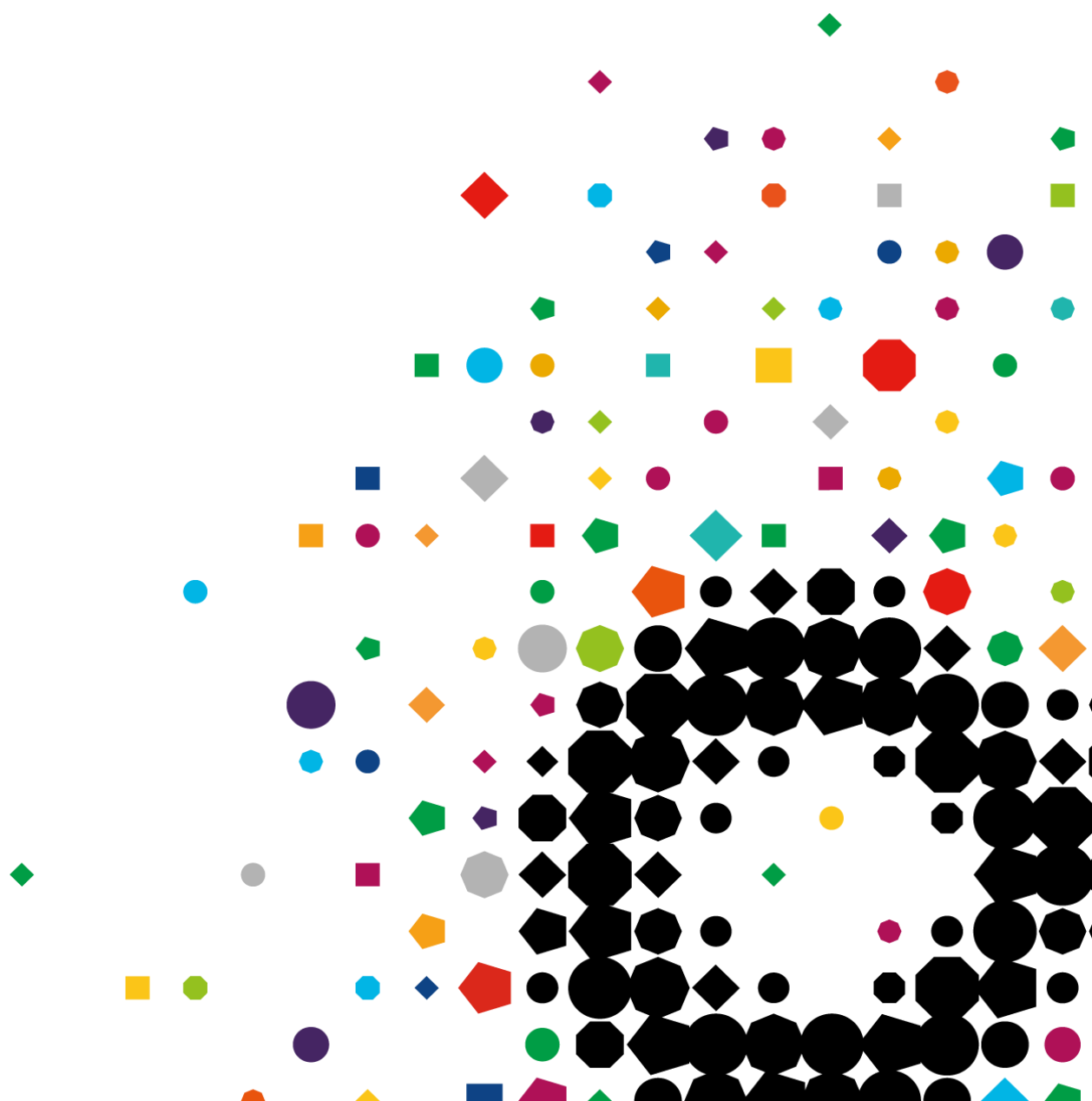
centresupport@cityandguilds.com



01924 930 800

Related documents, Ofqual guidance and updates can be found on our website here

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





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