

CALCULATED RESULTS APPEAL POLICY

Quality Department

1. Introduction and Grounds for Appeal

This exceptional Policy has been created by NCC Education to set out the options available to candidates who wish to appeal a calculated result they have received in lieu of sitting an exam, due to disruption caused by the COVID-19 pandemic.

NCC Education's Calculated Results Appeal Policy provides an opportunity for candidates and Centres to confirm that NCC Education's calculated grade processes and procedures have been followed correctly, and therefore that the marks issued to candidates are correct. This process may be used when a candidate or Centre believes an incorrect result has been issued due to:

- a failure by the Centre or NCC Education to follow the established process for determining calculated results.

Candidates or Centres may only request a review of their calculated result on the grounds stated above. Candidates cannot request a review of their calculated result simply because they believe they would have achieved a better mark if they had been able to sit the exam.

NB: This policy is subject to change should NCC Education's regulators in England, Ofqual, issue additional guidance to awarding bodies on the process for appeals of calculated results in the current exceptional circumstances.

2. Outline of Services

Due to the nature of calculated results, the normal services offered as part of NCC Education's standard Post-Results Services Policy are not applicable for results issued in this way. The services available to candidates as part of this exceptional policy are as follows:

Service 1 Clerical Check

The clerical check will confirm the following:

- All established processes were followed by the Centre and NCC Education when generating a calculated result for the candidate
- The evidence considered by the Centre when providing their calculated mark was in line with NCC Education's guidance
- The calculated results issued to the student match those in NCC Education's system

The clerical check will be carried out by someone who was not involved in the original processing of the candidate's calculated mark.

Service 4 Appeal

An Appeal may only be submitted after a Service 1 Clerical Check has been completed for a candidate's calculated mark. An appeal may only be made on grounds alleging that the Service 1 Clerical Check was not carried out in line with NCC Education's published process (as per the information above). The Appeal will not re-review evidence that has already been reviewed as part of a clerical check.

Additional Information

Candidates and Centres should be aware that calculated results may go up or down if NCC Education finds evidence that the established process was not correctly followed.

Service 2 (Review of Marking) and Service 3 (Review of Cohort Moderation) are not applicable to calculated marks and cannot be requested through this exceptional process.

Requests for post-results services (including appeals) for results issued for assessments which a candidate was able to complete should be submitted in line with NCC Education's standard Post-Results Services Policy – this exceptional policy applies only to calculated assessments where a candidate was unable to complete an assessment.

3. Process for requesting a review

If a candidate believes that either their Centre or NCC Education has failed to correctly follow NCC Education's established process for predicting results, they should inform their Centre immediately.

The Centre and candidate should complete Appendix A below to request a Service 1 Clerical Check and submit it to reviewsandappeals@nccedu.com **within 28 days** of the release of the calculated results. An invoice for an administration fee of **£40** will be raised by NCC Education, upon which the Centre should pay the fee in full. Please note that the outcome of any review or appeal will not be released until payment has been received in full.

NCC Education endeavours to return the outcome of a Service 1 Clerical Check within 14 days of receipt.

Should a candidate still be dissatisfied after a Service 1 Clerical Check has been carried out, they have the option to submit a Service 4 Appeal. Candidates should discuss this with their Centre, and the Centre must complete and submit Appendix B to reviewsandappeals@nccedu.com **within 14 days** of the release of the outcome of the Service 1 Clerical Check.

An invoice for an administration fee of **£250** will be raised by NCC Education, upon which the Centre should pay the fee in full. Please note that the outcome of any review or appeal will not be released until payment has been received in full.

NCC Education endeavours to return the outcome of a Service 4 Appeal within 6 weeks of receipt.

APPENDIX A - SERVICE 1 CLERICAL CHECK REQUEST FORM (calculated results)

A request for a Service 1 Clerical Check for calculated results must be submitted within 28 days of the release of assessment results. Submit the completed form to reviewsandappeals@nccedu.com.

A £40 administrative fee is payable for a Service 1 Clerical Check. The outcome of this review will be withheld until full payment is received by NCC Education.

Centre name:	
Contact person at Centre:	
Address of Centre (including contact email address):	
Full name of candidate:	
Candidate ID Number:	
Qualification:	
Unit:	
Assessment Component (e.g. Exam/Assignment):	
Assessment Cycle:	

Please tick this box to indicate that the candidate has read and understood NCC Education's Calculated Results Appeal Policy and understands that their request for a review relates to the correct application of NCC Education's established procedures for predicting results and **not** matters of academic judgement. Candidate understands that there are 3 possible outcomes of the review:

- Original mark is correct, so candidate's grade remains the same
- Original mark is lowered, and candidate's grade may be lowered as a result
- Original mark is raised, and candidate's grade may be raised as a result

Signature of candidate:		Date:	
Signature of contact person at the Centre:		Date:	

APPENDIX B - SERVICE 4 APPEAL REQUEST FORM (calculated results)

A request for a Service 4 Appeal must be submitted within 14 days of the release of the outcome of a previous Post-Results Service. Submit completed forms to reviewsandappeals@nccedu.com.

A £250 administrative fee is payable for a Service 4 Appeal. The outcome of this Appeal will be withheld until full payment is received by NCC Education.

Centre name:	
Contact person at Centre:	
Address of Centre (including contact email address):	
Full name of candidate:	
Candidate ID Number:	
Qualification:	
Unit:	
Assessment Component (e.g. Exam/Assignment):	
Assessment Cycle:	
Date previous request for Post-Results Service submitted to NCC Education:	

- Please tick this box to indicate that the candidate has read and understood NCC Education's Calculated Results Appeal Policy and understands that their appeal relates to the correct application of NCC Education's Service 1 Clerical Check procedures and **not** matters of academic judgement. Candidate understands that there are 3 possible outcomes of the appeal:
- Original mark is correct, so candidate's grade remains the same
 - Original mark is lowered, and candidate's grade may be lowered as a result
 - Original mark is raised, and candidate's grade may be raised as a result

Please provide details of your appeal in the space provided below (continue on additional sheets if necessary). Attach any evidence in support of the Appeal.

Signature of candidate:		Date:	
Signature of contact person at the Centre:		Date:	