

Dear Heads of Centre and Senior Leaders,

Thank you for all the work you and your teams have been doing this year to assess your students and enable them to progress. We are keenly aware of the extraordinary efforts you and your staff have gone to and the pressure this has placed on you all.

Following the publication of [Ofqual's consultation](#) in March, which put in place government's policy this year, the [JCQ Guide to appeals processes](#) is designed to explain the appeals process in more detail. As grades are being determined by teachers this year there is a different role for schools and colleges to play in correcting any administrative or procedural errors following the submission of teacher assessed grades and we are keen to minimise the impact of this. In this letter we re-iterate some things that you and your teams might do to pre-empt avoidable centre reviews and appeals, and to make any that are requested more manageable. It doesn't introduce any new expectations.

What will ensure students get the right grades and minimise the queries they have with them?

Making sure students understand how their grades are determined will reduce the risk of surprises on results day. Page 49 of the JCQ Guidance on the [Determination of Grades for A/AS Levels and GCSEs for Summer 2021](#) outlined that having the following in place would ensure that students' grades are based on evidence and that students have agency in how their grades are determined and so would minimise the need for appeals:

- Effective provision of access arrangements / reasonable adjustments for all eligible students
- Effective arrangements for students that may have been disadvantaged during an assessment that contributes to their grade either by taking the circumstances into account in determining grades or by using alternative evidence that was unaffected by the adverse circumstances.
- Effective communication with students and parents/guardians so that they understand your centre's approach to determining their grades, including the items of evidence used and the grades/marks associated with them so students can raise any potential errors or mitigating circumstances.
- Accurate record keeping
- Effective checking of information on the centre's assessment records

Why will these things help?

There are a number of reasons why having these things in place will help:

- They will help ensure that students understand the evidence on which their grade is based and that this evidence represents their ability in the subject.
- They will reduce the risk of students receiving incorrect results caused by administrative or procedural errors, and students will be able to progress without delay.
- They will reduce the time that you and your staff spend on any centre reviews and appeals following results days.

What's in the JCQ Guide to appeals processes that can help you?

We'd like to direct you to particular parts of this guide that will be of immediate help:

- **Paragraph 3.3** details the **information you can share** with students before the end of term that should help to identify any errors or issues before results days.
- **Appendix F** provides a list of **procedures you can check** if you need to that will reduce the likelihood of centre reviews and appeals and ensure that they can be conducted promptly if requested.
- **Appendix C** is a checklist of the evidence you will need to submit for an appeal to the awarding organisation. It is a list of **documentation you can check** to ensure it is complete and easily accessible to staff who will be completing centre reviews and submitting appeals.
- **Paragraphs 5.1 and 5.28, and section 4 on page 13** detail how procedural and administrative reviews can be conducted and **how you can correct any errors** before results days so students can progress without delay.
- **The timeline on page 4** outlines when you can take these four steps.

Thank you for taking the time to read this letter. We sent it to you to remind you of the things you can do immediately to ensure results days, centre reviews and any appeals run as smoothly as possible and so you can access quickly the parts of the guide that will support you.

Thank you again for all you and your staff are doing to ensure students can progress this year.

Yours faithfully,

JCQ

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