

Dear students, parents and carers,

Firstly, we would like to wish you the very best of luck ahead of tomorrow's results day. Everyone at CGS and V6 will be here to support all students to ensure that they understand how their results have been awarded, what their options are and to provide advice and guidance on their next steps. We also look forward to celebrating with students results that reflect their hard work and talents.

This letter sets out:

- the official guidance that has been published by the government and Ofqual
- the logistics of collect/receiving results
- the options available to students who are disappointed with their results

#### Official guidance

Ofqual has published [resources for students receiving their qualifications this summer](#). These resources include a [student guide to post-16 qualification results](#) that provides students with additional information to help them understand how their results have been awarded, what to expect on results day, and the options available to them if they are unhappy with their result.

Ofqual has also published a [student guide to appeals and malpractice or maladministration complaints in summer 2020](#). This information will help students understand if they have a reason to make an appeal or a complaint about malpractice or maladministration, including concerns about bias or discrimination.

The exam results helpline, delivered by the National Careers Service, will be available from 12 to 28 August to provide additional support to students and their parents as they receive their exam results. Callers to the helpline will have direct access to experienced careers advisers who can advise on the different options available to them including A levels, GCSEs, BTECs, apprenticeships and other vocational options. Support will also be available on topics such as clearing, university, gap years and the autumn 2020 exam series. Phone: 0800 100 900 Opening hours: Monday to Sunday from 8am to 10pm

#### Arrangements for the collection of A level results Thursday 13<sup>th</sup> August

All students who have contacted us have been given a time to arrive at school to collect their results. As previously stated, please do not congregate outside the school and please ensure that you arrive at your time and not before so that we are able to manage social distancing effectively. All students will enter via Grasscrete Rd and enter the theatre through the doors at that end. Students will collect their results and exit the theatre door nearest reception. Some students have requested that their results be emailed at 11am and if we have not heard from students, their results will be posted out as per the policy attached.

For students applying to university, Mr Barron (and Mrs McClean when available) will be able to meet with students collecting their results in person in the lower café area outside pupil reception to discuss any university application concerns, including applying through clearing, applying through the

adjustment process and to give general advice about next steps for university applications. You may find it helpful to read the information provided by UCAS via the links below which gives information regarding the clearing and adjustment process:

<https://www.ucas.com/undergraduate/results-confirmation-and-clearing/what-clearing>

<https://www.ucas.com/ucas/undergraduate/apply-and-track/results/ucas-adjustment-if-youve-done-better-expected>

In addition, for students with concerns about next destinations or career planning, Mrs Donovan will be available in the upper café area opposite reception to support students with next steps, including advice on apprenticeships, signposting to specialist careers guidance and any other career related queries.

If students are not attending results day and have further queries around university applications, career direction or any aspect of their examination results they should contact [info@v6bristol.org](mailto:info@v6bristol.org) and their query will be directed to the correct member of staff. In addition, if parents/carers require further support around any of these areas, they can contact the school via this same email address to request a phone call/Microsoft Teams meeting if required, ensuring that they have read through the full guidance in this letter which may address many queries beforehand.

For the vast majority of students results day will be a day of celebration and a recognition of all their hard work. We would be grateful if students are not collecting their results in person that they share their destination plans with us by emailing our careers lead Ceri Donovan [ceri.donovan@colstonsgirls.org](mailto:ceri.donovan@colstonsgirls.org)

#### The options available to students who are disappointed with their results

CGS/V6 submitted the grades we believe students were most likely to achieve if exams had gone ahead. The exam boards then applied a statistical model to ensure that results are consistent with previous years and across the whole country. The government has concluded that teachers are best placed to make these judgements. Please go to our [website for information](#) about how our centre assessed grades were developed and see attached to this email our Summer 2020 Results and Appeals Policy.

If students are disappointed with their received results, they can make a request for a copy of their Centre Assessment Grade (CAG) in writing in person at school when they collect their results. For students not attending school to collect their results, they can request this by writing to the examinations officer on [examofficer@colstonsgirls.org](mailto:examofficer@colstonsgirls.org).

If a student doesn't agree with the Centre Assessment Grade given by their teachers, the next steps are as follows. The government has determined that teachers are best placed to make judgements about likely examination performance. Therefore, a student can't appeal their grade because they don't agree with the centre assessment grade or rank order position submitted by CGS/V6. Students cannot appeal their grades unless they believe there has been a mistake for one of the following reasons:

**1) If a student believes there has been a mistake when the school submitted their centre assessment grade.** Students can ask us to check whether we made an error when submitting their Centre Assessment Grade. We will complete an administrative check and confirm if a mistake has happened. Please read carefully on our [website for information](#) about the checks that we completed. If we found a

mistake, we would submit an appeal to the exam board, but it must be supported by clear evidence that an error had been made. Please be aware that a mistake could lead to a student's grade going down as well as up.

Students can make an appeal for a check for a mistake by the school by emailing the examinations officer on [examofficer@colstonsgirls.org](mailto:examofficer@colstonsgirls.org)

**2) If a student believes that the exam board might have made a mistake when calculating their grade.**

A student can request that CGS/V6 appeal to the exam board on their behalf. We will complete an administrative check and confirm if we believe a mistake has happened. If we found a mistake, we would submit an appeal to the exam board, but it must be supported by clear evidence that an error had been made. Please be aware that a mistake could lead to a student's grade going down as well as up.

Students can make an appeal for a check for a mistake by the exam board by emailing the examinations officer on [examofficer@colstonsgirls.org](mailto:examofficer@colstonsgirls.org)

3) Last night, the Secretary of State for Education, Gavin Williams announced a ['Triple lock for students ahead of A level and GCSE results'](#). **The guidance states that where students' mock examination result is higher than their received result, they may use their mock result (the result received in their January mock exams) in place of their received result.** Students who would like to use their mock result in place of their received result will be able to do so through the appeals process, with individuals notifying the school who will provide evidence of their mock results to their exam board. All students can find their year 13 mock examination results in their last school report, copies of which can be collected in person at results day tomorrow or obtained by emailing the school reception team [cgs-admin-staff@colstonsgirls.org](mailto:cgs-admin-staff@colstonsgirls.org)

Students can make an appeal for CGS/V6 for their year 13 mock examination result (as recorded within the school's data management system and reported to parents/carers in the final school report) to be submitted to the examination board(s) by emailing the Head of Sixth Form Caroline McClean [caroline.mcclean@colstonsgirls.org](mailto:caroline.mcclean@colstonsgirls.org) with full details.

**4) If a student has concerns about bias, discrimination or something else that suggests that CGS/V6 did not behave with care or integrity when determining their Centre Assessment Grade or rank order information.** The student should email the Senior Leadership Team lead for examinations Laura Carleton [laura.carleton@colstonsgirls.org](mailto:laura.carleton@colstonsgirls.org) with full details of the nature of the malpractice.

If a student completes any of the above appeals and does not agree with the decision made by CGS/V6 the student can complete an internal appeal which should be submitted by completing and submitting an appeal form to the centre by 11th September 2020. The appeals form can be found within the Summer 2020 Results and Appeals Policy and should be emailed to the principal [kerry.mccullagh@colstonsgirls.org](mailto:kerry.mccullagh@colstonsgirls.org)

**Students can have an opportunity to improve their grade; they can choose to sit exams in the autumn series instead.** Students wishing to try and improve their grades by taking exams in the autumn, should notify us by emailing the examinations officer [examofficer@colstonsgirls.org](mailto:examofficer@colstonsgirls.org) by 1<sup>st</sup> September 2020. All students intending to complete autumn resits will be contacted by school for supportive conversations in September.

**To enable us to action and resolve any queries as quickly as possible, please ensure that any email sent to us includes an indication in the email subject line giving your name and the nature of your query - this will enable all email communication to be dealt with as efficiently as possible.**

We will continue to closely monitor and forward to you as necessary any further guidance provided by the government and examination boards around results and would like to once again wish all students good luck for tomorrow's results.