

# Summer 2020 Results Information pack





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# 2

## Introduction

### Getting it right matters

**Extraordinary times call for extraordinary measures, and summer 2020 is proof of that on so many fronts. Given the decision to close schools and colleges and cancel exams as a result of the coronavirus pandemic, establishing new awarding arrangements for this summer was essential. Learners still need to receive grades so they can progress to the next stage of their lives – whether that is further study, training or employment.**

Our job as the regulator was to find the fairest way forward for all. We worked with Welsh Government, the qualifications regulators in England and Northern Ireland, WJEC (the exam board in Wales) and other awarding bodies to help learners get their grades in summer 2020. Each of the organisations involved has a different, but complementary, role to play this summer.

**This pack provides an overview of the process in Wales for awarding grades this summer and provides information on appeals and next steps for learners.**



# 3

## What is standardisation?

**Standardisation** applies to GCSE, AS, A level and Welsh Baccalaureate Skills Challenge Certificate (SCC) qualifications. Every school and college offering these qualifications has provided WJEC with a centre assessment grade (CAG) and a rank order for each learner and subject.

Schools and colleges have used information to propose a grade and rank order for each learner. This includes coursework, mock exams, classwork, homework and learners' other past achievements. So, despite learners not sitting an exam this summer, their years of hard work will have been taken into consideration.

To standardise grades WJEC will use this information from schools and colleges alongside other statistical evidence. This is to improve consistency in grades between schools and colleges, avoid extreme under- or over-estimations and provide results that are broadly similar to previous years.

The approach will use the best combination of evidence available in these extraordinary circumstances.

GCSEs

A levels

Welsh Bacc



There are two main steps to standardisation:

## Step 1 Calculation

**WJEC calculates a set of grades for each subject in each school/college using one of two models.**

The choice of model used (be that Model 1 or 2) will depend on what evidence is available.

## Step 2 Allocation

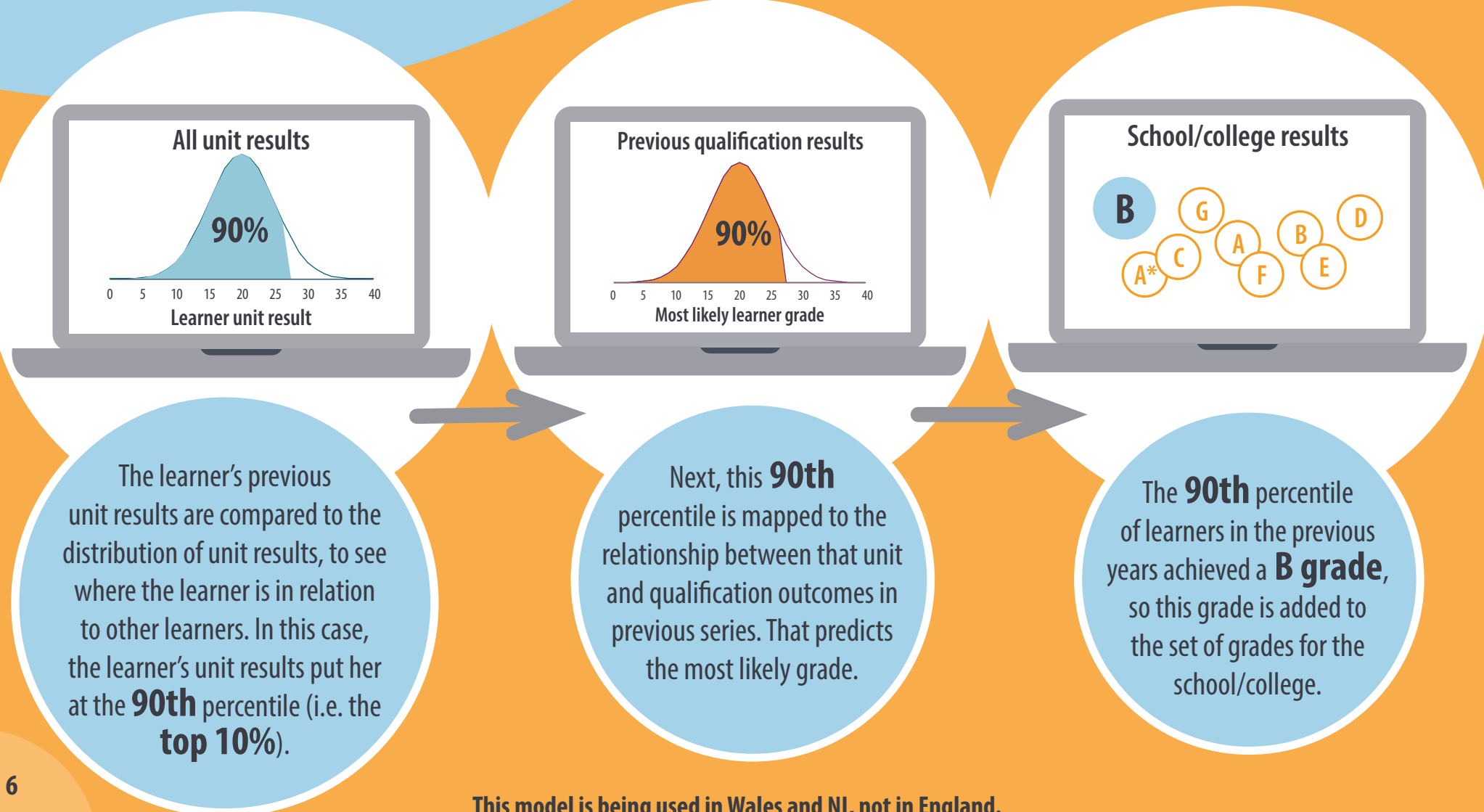
**WJEC allocates a set of grades from Step 1 to individual learners using the rank order provided by the school/college.**

The strength of the approach comes from combining the evidence in these two steps. Qualifications are designed differently, with different structures. Some have units which are typically sat earlier in the course, and others are designed so that units are all sat at the end of the course, in the same exam series. WJEC has tested the models using learner data from previous years to see which are the most accurate.



# 4 Standardisation Step 1: Model 1

Model 1 calculates a set of grades for the school or college based on learners' performance in previous units of the qualification. The set of grades are allocated to learners using the rank order provided by the school/college.



# 5

## Standardisation Step 1: Model 2

Model 2 calculates the set of grades for the school or college based on its previous performance and taking into account learners' prior attainment, or how they have done in previous qualifications and units or tests. The set of grades is allocated to learners using the rank order provided by the school/college.

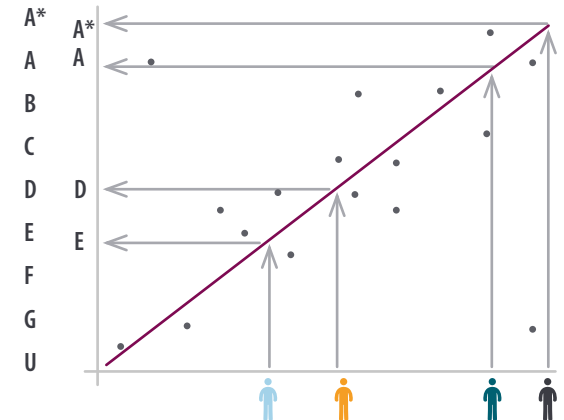
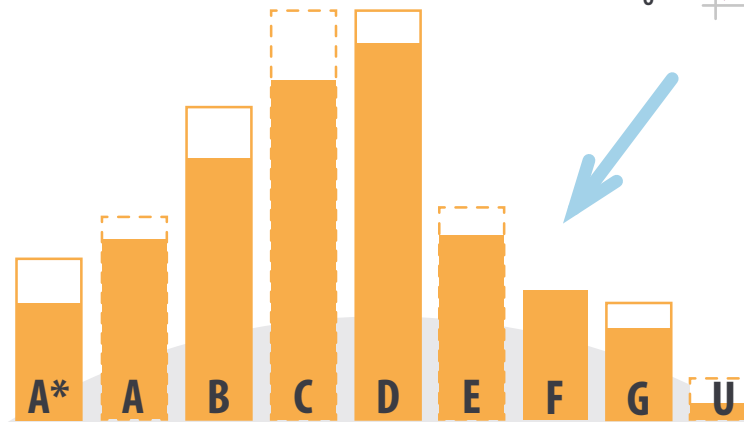
WJEC uses a statistical approach that begins by calculating which grades the school/college got in previous years. Where available, WJEC uses data for multiple years and calculate the average across all years.

### Average Centre Outcomes



Next WJEC uses data from earlier tests, teacher assessments and qualifications to see if school/college learners have higher or lower ability than in the historic data.

### 2020 Centre Outcomes

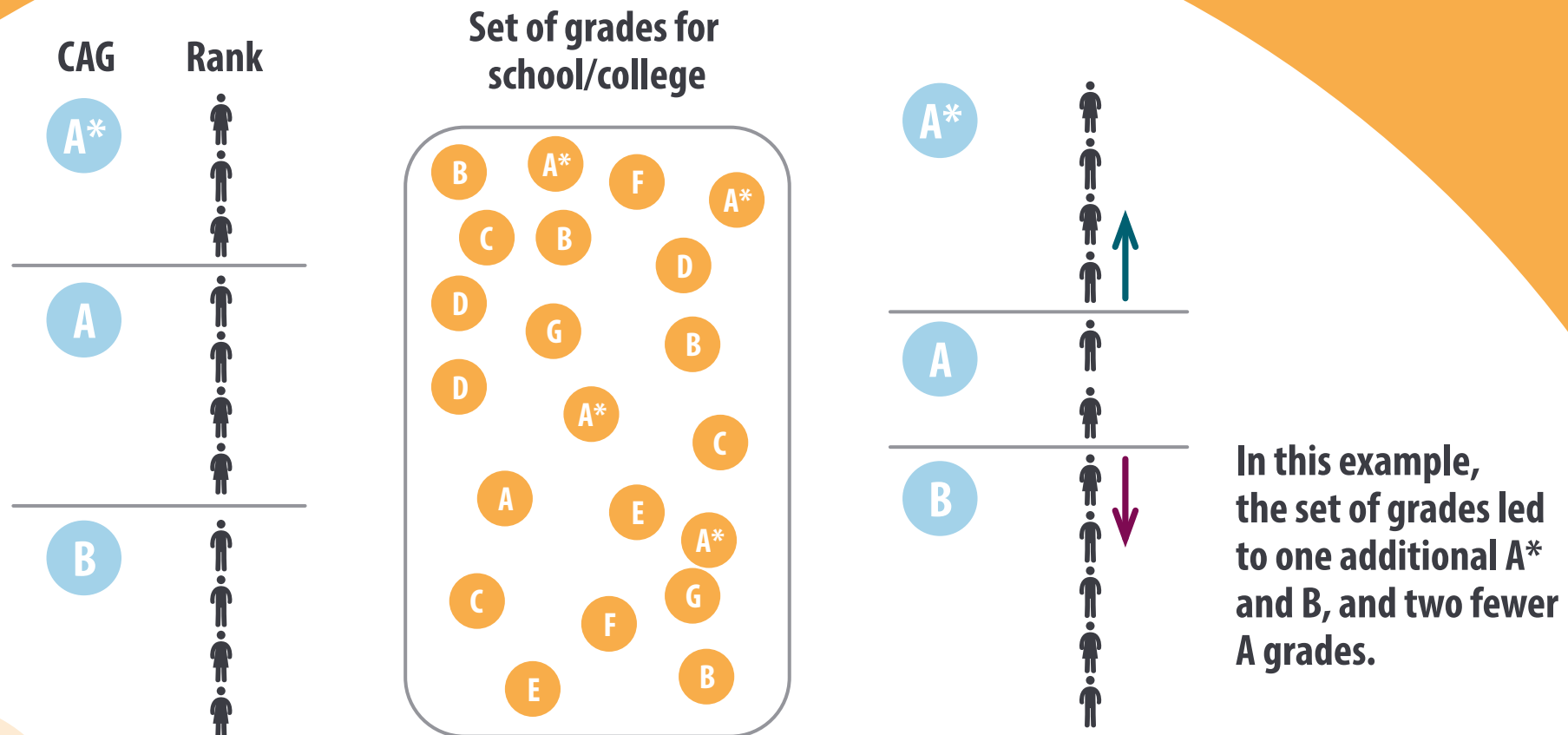


Finally, the prior ability evidence is used to adjust the historic school/college results to get a set of grades for the school/college.

## 6

# Standardisation Step 2

Whichever model is used in Step 1, Step 2 will apply for both models across qualifications. In Step 2 WJEC allocates the set of grades calculated in Step 1 to learners, using the rank order provided by the school/college. This means that some learners will get a final calculated grade that is different to the centre assessment grade submitted for them.





# 7

## Vocational Qualifications (VQs)

Due to the wide range and diversity of vocational qualifications, there is no one appropriate overarching approach. The solutions to VQs have had the same broad principles applied across all types of qualifications, with the aim of protecting learners and ensuring fairness. For qualifications taken only by learners in Wales, we worked closely with awarding bodies and stakeholders to make the right decisions.

Awarding bodies have decided which of the three following mitigations to apply to each of their qualifications based on the purpose of the qualification and how it is assessed:

### **Calculate**

A calculated grade, if possible

### **Adapt**

Where calculation is not possible, consideration is given to adapting existing assessments

### **Delay**

Reschedule assessments where it is clear that neither calculation nor adaptation is possible

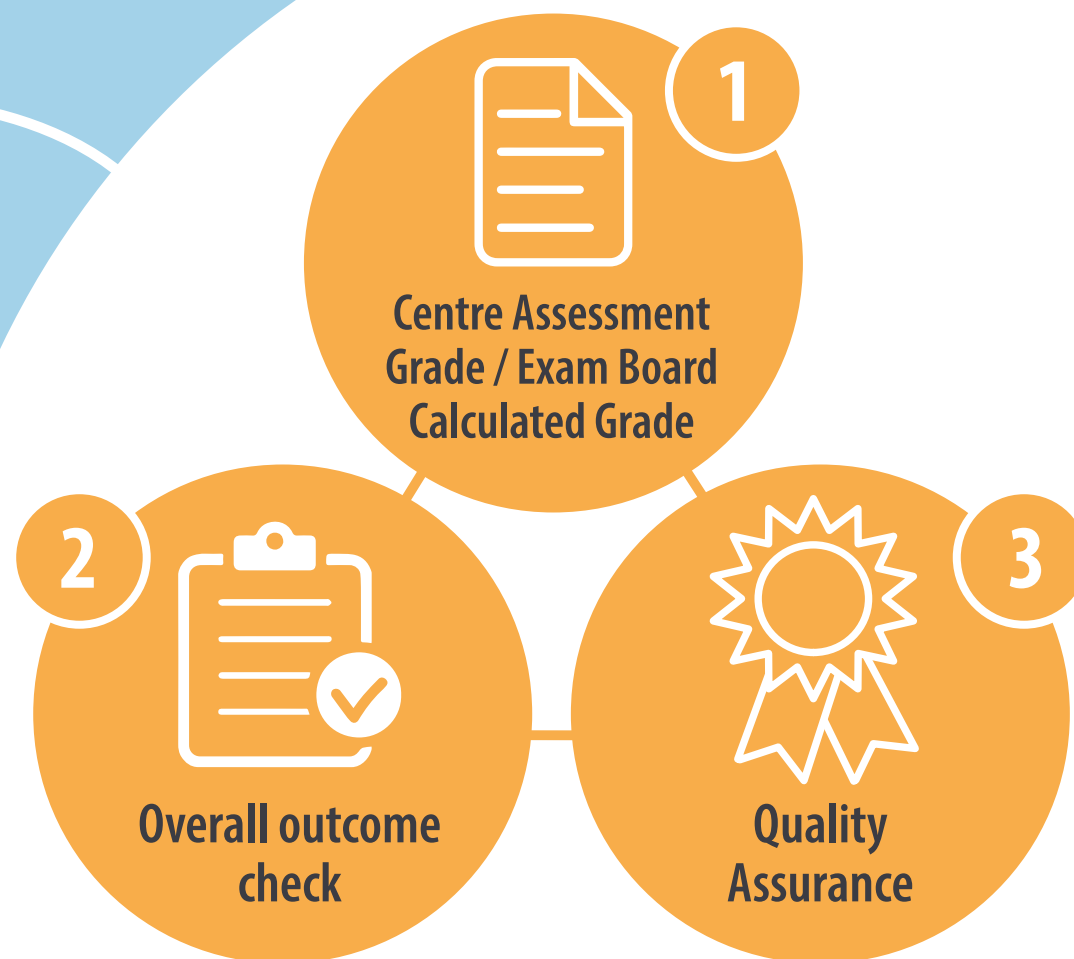
Each awarding body will give information and advice on how they have awarded their qualifications this year.

For more information, visit [Qualifications Wales](#) and [Ofqual](#).

# How results are calculated for VQs

Calculated results are the starting point for qualifications that are used for progression to further or higher education and employment. The approach is similar to GCSEs, AS and A levels. Qualifications Wales and Ofqual are supporting awarding bodies to take a consistent approach to generating calculated results, by using three essential elements:

1. A centre assessment grade (generated by the school/college) and/or a calculated grade determined by the awarding body based on the results they hold for the learner.
2. Quality assurance of the overall calculated result.
3. A check of overall qualification level outcomes and results profile, to confirm it is in line with expectations.



**There must be at least one trusted source of evidence and sufficiently robust quality assurance.**

## 8

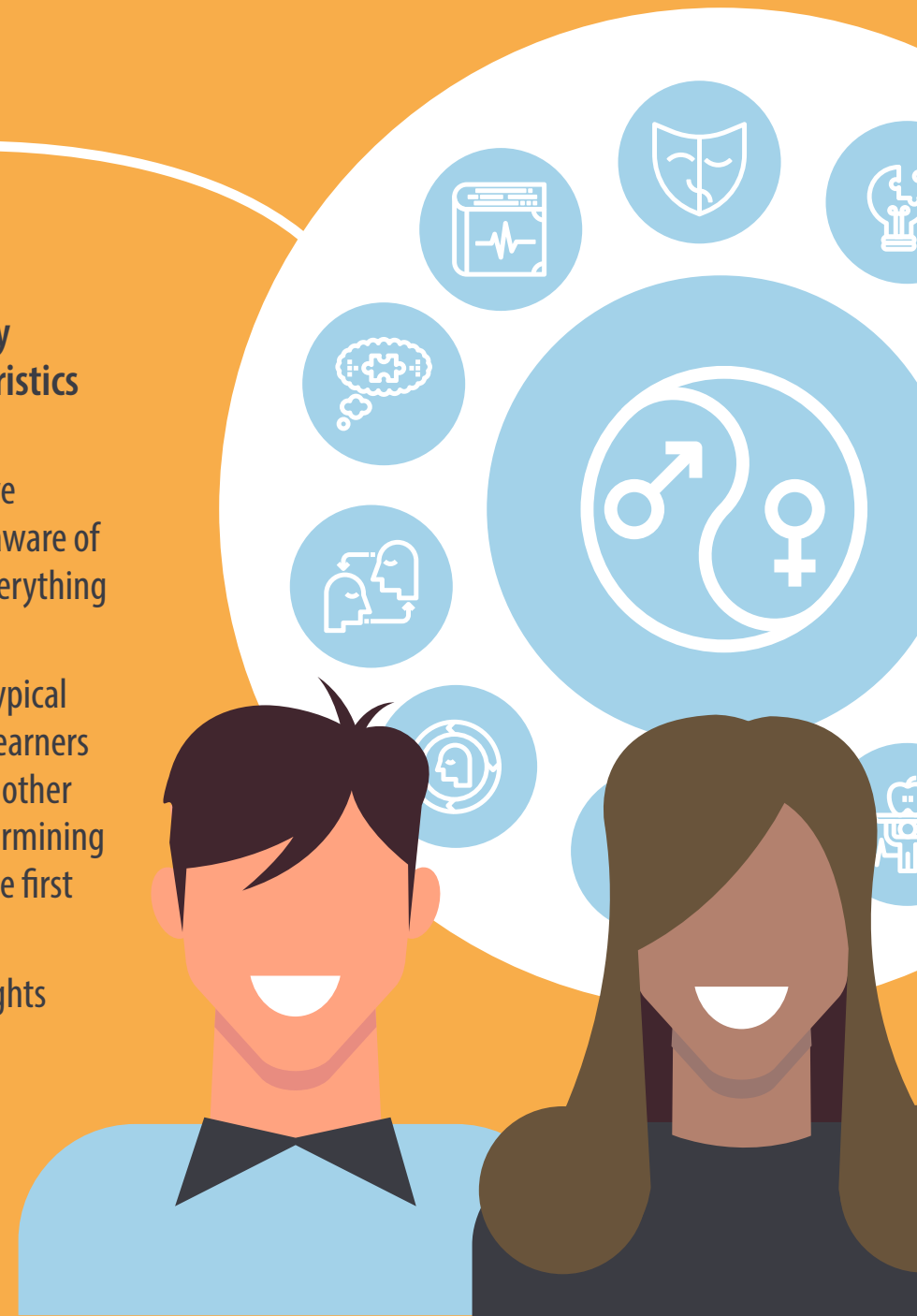
# Fairness & Equality

As in every year, fairness and equality has been at the core of our decision-making for the arrangements for this summer. Our aim is that the approach to awarding grades this summer should not systematically disadvantage or advantage any learners, including those with characteristics that are protected by equalities legislation.

As part of our consultation we carried out an equality impact assessment and have engaged with a range of representative organisations. We, like many others, are aware of the risks of bias and discrimination in judgements this summer and have done everything we can to minimise or eliminate this.

We expect that changes in attainment gaps at national level will be in line with typical changes seen in previous years, and with changes in the prior attainment of the learners taking the qualifications this year. Any concerns about bias, discrimination or any other factor that suggests that a centre did not behave with care or integrity when determining the centre assessment grade and/or rank order information should be raised in the first instance with the school or college, or with the relevant awarding body directly.

Learners with such concerns can also raise these with the Equality and Human Rights Commission (EHRC). The EHRC is the statutory body responsible for enforcing the Equality Act 2010 and protecting human rights.



# 9

## Results Days

**13 August**

AS / A Level / SCC / equivalent  
Level 3 qualifications

**20 August**

GCSE / equivalent Level 1, Level  
2 and Level 1/2 qualifications

All schools and colleges will share results with learners after 8am on results days. Even though grades have been awarded differently this year, they will look exactly the same as any other year on the results slips and certificates.

Learner results will be the final calculated grade - this may not be the same as the centre assessment grade submitted by the school or college because it will have been standardised.

If results aren't what was expected, then learners should talk to their school or college about all possible options.

The November series for GCSE in English Language, Mathematics, Mathematics-Numeracy and Welsh Language is currently planned to proceed as usual; all other qualifications will be available next summer.

To contact WJEC on results day you can use the telephone number and email address below:

**029 2105 5441**

**resultsday@wjec.co.uk**

**www.wjec.co.uk/ResultsDay2020**

The WJEC results day helpline is open from 8am-5pm on weekdays between Monday 10 August and Friday 21 August.

# 10 Appeals



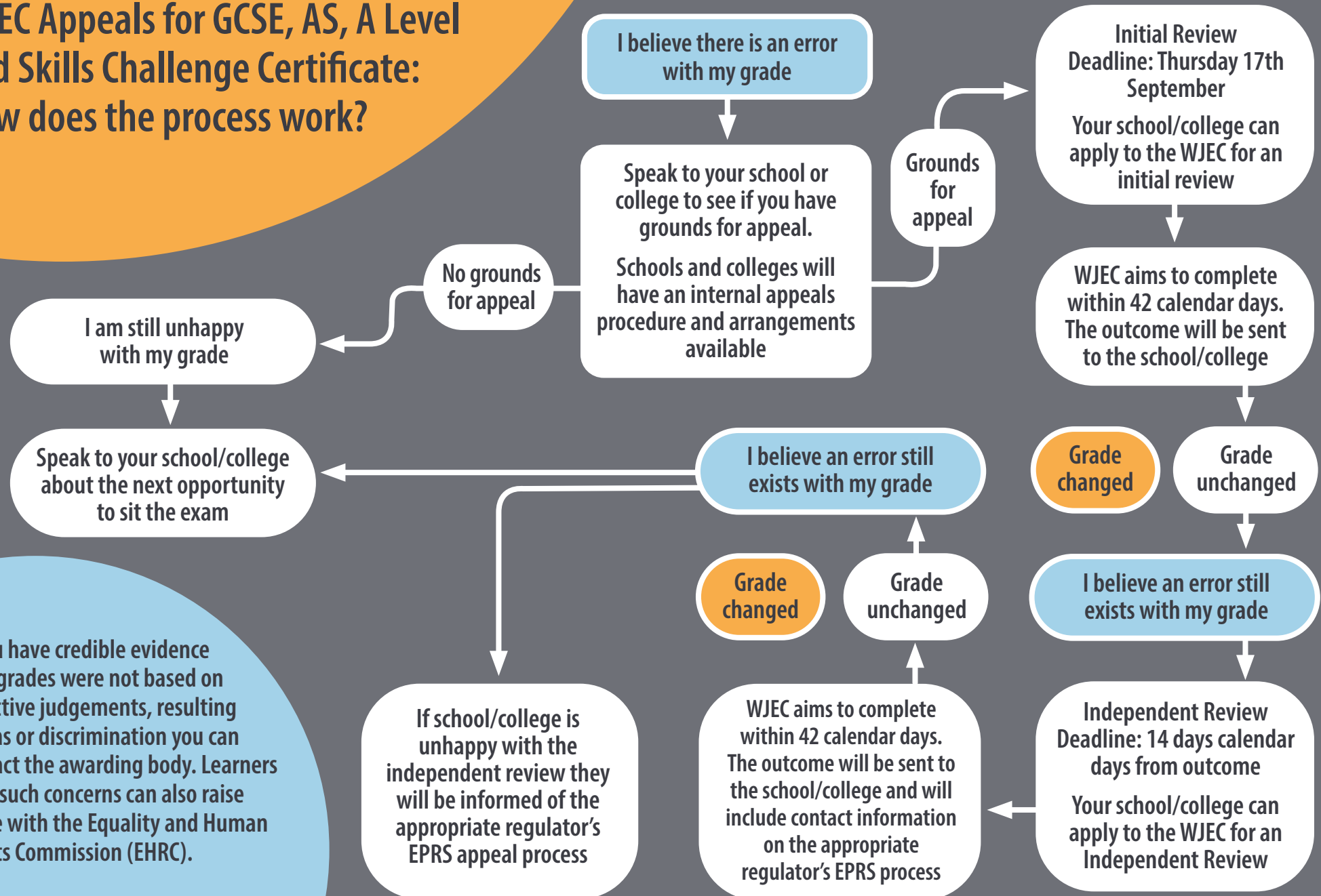
We recognise that some learners may have concerns about their grade, and both Qualifications Wales, as the regulator, and awarding bodies are committed to making **appeals processes as straightforward as possible.**

For GCSE, AS, A Level and Welsh Baccalaureate SCC qualifications, **WJEC** will only consider appeals submitted by schools/colleges. Private candidates should seek advice and guidance from the school/college that entered them for their qualifications and/or WJEC directly. Further information regarding the appeals process for this summer's exam results can be found on the next page.

For those taking vocational qualifications, the grounds for appeal may vary. Learners should speak to their school or college if they think they have a reason to appeal.

For GCSEs, AS, A levels and Welsh Baccalaureate Skills Challenge Certificate qualifications, schools and colleges can submit an appeal on a learner's behalf. For other qualifications, awarding bodies may accept appeals directly from learners. If a learner does appeal their grade, they should remember that it could go up, down or stay the same.

# WJEC Appeals for GCSE, AS, A Level and Skills Challenge Certificate: How does the process work?



If you have credible evidence that grades were not based on objective judgements, resulting in bias or discrimination you can contact the awarding body. Learners with such concerns can also raise these with the Equality and Human Rights Commission (EHRC).

# Appeal process Summer 2020



## Who can appeal?

Centres such as schools or FE colleges where exams are normally held can appeal to WJEC on behalf of the learner, which is the same as in previous years. Learners can ask their centre to check whether they made an error when they submitted their centre assessment data. In certain circumstances, private candidates will be able to appeal directly to WJEC.



## What are the grounds for an appeal?

Centres will be able to appeal to WJEC on the grounds that they used the wrong data when calculating a grade, the calculated grades generated by the statistical standardisation model were incorrectly allocated or communicated and/or there was some other procedural failing on the part of WJEC.



## What's the role of the centre?

Centres will be required to put arrangements in place for learners to request the information used by WJEC to calculate the result and to request that an appeal is submitted to WJEC. The centre should also provide learners with the opportunity to appeal a decision taken by the centre not to request that information or not to submit an appeal to WJEC.



## What happens if an appeal brought by a centre identifies an error that would result in a lower grade for learners other than those cited in the appeal?

Should this happen, learners other than those named in an appeal will not see their grades lowered.



## What's the procedure when an appeal is lodged by a centre?

If WJEC agrees that an error has been made, it will correct it quickly. Where it does not agree, then a fuller appeal process will proceed.

# Appeal process Summer 2020



## Who decides the outcome of the appeal?

All appeals will be considered by persons with appropriate competence and no personal interest in the outcome. The final stage of the appeal process will include one person who is independent of WJEC and, wherever possible, include people who were not previously involved in the process leading to the issue of those results.



## What's the role of Qualifications Wales?

As the regulator, we set the rules that WJEC operates under. WJEC will publish details of how their appeals process will operate. We also offer a final stage of appeal, the **Exam Procedures Review Service (EPRS)**.

### The EPRS:

- Reviews the extent to which WJEC was compliant with our requirements and with their own policies and procedures;
- Checks whether any error identified in the data used to generate the calculated grades and/or in the grades issued was properly corrected.



## Equality and Human Rights Commission (EHRC)

The EHRC has a range of powers, which include the following:

- investigating an organisation or individual that they suspect is in breach of equality law;
- entering into a formal, legally binding agreement with an organisation or individual. This allows them to agree an action plan to prevent future discrimination;
- providing legal assistance to individuals making claims under the Equality Act 2010, and
- taking, or getting involved in, cases that will strengthen equality and human rights laws.



# 11 Progression

The standardisation process is designed to be robust and provide results that are broadly similar to results in previous years. Further education, higher education and employers can be confident that grades are of equal value.

If this year's grades were to be dramatically inflated, then their credibility would be questionable. That's why standardisation is so important, because it builds protection against a set of unrealistic results, which wouldn't be plausible or hold public confidence.

Maintaining public confidence in the qualifications system and creating a fair and transparent process for learners to receive grades this summer has been at the heart of Qualifications Wales' decision-making.



**Confidence  
in this year's  
results**

# 12 What next for learners?

We have compiled a collection of links that will help learners make decisions about next steps.

## Post-16 education

Speak to your teachers about courses and subjects that are offered in school and college.

Visit the Careers Wales website for guidance and support in **Choosing Subjects and Courses at 16**. Here too you can find useful information about **College and Sixth Form**.

Visit **ColegauCymru** where you will find a list of colleges in Wales, with links to individual college websites.

If you are aged between 16 and 18, you may be eligible for funding, details of which can be found on the **Careers Wales website**.

## Apprenticeships

The Careers Wales website has information about what an apprenticeship involves, and how to apply.

For further details

## Degree apprenticeship

Want to work and learn? Degree apprentices work throughout their degree, spending part of their time at university, and the rest with their employer.

For further details

## University

Wanting to progress to higher education in **Wales** or elsewhere in the UK? UCAS have information on the next steps available.

For further details

## Working Wales

Working Wales will simplify access, tailor advice and join up available support to help people reduce and overcome barriers to getting into work.

For further details

01633 373222  
[communications@qualificationswales.org](mailto:communications@qualificationswales.org)  
[www.qualificationswales.org](http://www.qualificationswales.org)

