

Post-results checks and appeals supplement for the June 2020 series: a guide for Heads of Centre and exams officers

At Cambridge Assessment, we carry out quality checks before we release results. However, you can ask us to check the results for particular syllabuses. To allow you to do this, we are offering a revised selection of post-results services for the June 2020 series and we have produced this supplement to support you if you wish to use them.

Important information

Due to the changes we have made because of the Covid-19 outbreak, the guidance in our current [>Cambridge Handbook](#) about our usual enquiries about results services and appeals procedure is not applicable for the June 2020 series. You should follow the guidance in this supplement instead.

Enquiries about results

The [>Cambridge Handbook](#) (section 6.3) outlines our usual enquiries about results services. These services are not available for the June 2020 exam series.

All our usual enquiries about results services involve a check of or reference to the marking or moderation of candidates' work. For the June 2020 series, we have not undertaken any marking or moderation of candidates' work*.

* Except syllabuses which are being assessed for the first time at this level in the June 2020 exam series. These are: Cambridge International AS Level Further Mathematics (9231), AS Level Physical Education (9396), A Level Physical Education (9396), A Level Digital Media & Design (9481) and Cambridge International Project Qualification (9980).

A It is good practice for Cambridge Associates to submit post-results check requests for all their Associate Centres before the closing date. This gives time to check them and resolve any problems before the deadline. Cambridge Associates may set earlier deadlines for their Associate Centres.

Important information

Before you submit a post-results check or appeal you must tell candidates that their syllabus grade will either stay the same, go up, or go down. By submitting a post-results request to us, you are confirming you have told each of your candidates this.

Post-results checks

Post-results checks review aspects of the 'statistical standardisation' calculations we make to determine candidates' grades. Instead of enquiries about results, you can request a post-results check:

Service	Description
Service 1: review of our judgements	A review of the judgements made in the statistical standardisation of syllabuses assessed for the first time at this level in the June 2020 exam series (see syllabuses listed), including a check that the statistical standardisation calculation has been applied correctly, and a report.
Service 2: non-standard entry profiles	Where a centre has a non-standard entry profile, as a consequence of a changed entry policy, you can ask us to review the way we have calculated candidates' grades. This service includes a check that the statistical standardisation calculation has been applied correctly. To be able to use this service, you must meet the criteria set out in the 'Post-results check service 2: non-standard entry profiles' section, and the appendix, of this supplement.
Service 3: statistical standardisation calculation check	A check that the statistical standardisation calculation has been applied correctly.

What is not included in post-results checks?

For each syllabus, we apply the same automated calculation to all candidates from a centre. Therefore, you can only request a post-results check for all the candidates entered for a particular syllabus. We will not review the grade of an individual candidate.

Post-results checks will not review predicted grades or positions in the rank order, even though these will have affected candidate grades. For June 2020, the predicted grades and rank order positions have been decided by our centres, and confirmed by the Head of Centre. You cannot amend the predicted grades and rank order positions that you submitted, but we will check to make sure that our calculations have been applied correctly to the data you gave us.

Post-results check service 1: review of our judgements

This service is available for syllabuses assessed for the first time at this level in the June 2020 exam series. It is a review of the judgements made by our assessment specialists, a check that the statistical standardisation calculation we use to work out candidates' grades has been applied correctly, and a report. This service reviews the evidence you have already provided to us. We will not look at any further evidence.

Post-results check service 2: non-standard entry profiles

This service is available for all syllabuses except those assessed for the first time at this level in the June 2020 exam series. It will include a check that the statistical standardisation calculation we use to work out candidates' grades has been applied correctly.

It is only available to centres with 'non-standard entry profiles' and you must have a minimum number of candidates to be able to request this service. A non-standard entry profile is where a distinct and different group of candidates has been added to, or taken away from, the centre's usual entry. These changes must be due to a changed entry policy.

This service is available to you if:

- there is a change in your centre's entry policy for the June 2020 series, where the change in entry policy is supported by evidence from the centre and meets our guidance for what constitutes a change of policy; and
- this change to the entry policy affects an identifiable subset of the entry; and
- the affected subset of the entry is substantially different in ability from the unaffected portion of the entry; and
- there are enough candidates in the affected and unaffected portions of the entry to allow us to use statistics with some confidence.



Important information

See the appendix of this supplement for what we will consider to be a non-standard entry profile, the minimum number of candidates allowed, what we mean by affected and unaffected portions of the entry, and what evidence we will consider.

Post-results check service 3: statistical standardisation calculation check

This service is available for syllabuses not covered by our post-results check service 1 or service 2. It is a check that the statistical standardisation calculation we use to work out candidates' grades has been applied correctly.



Important date

The deadline for submitting post-results checks to us is 20 September 2020.



Important information

We will charge a fee for each post-results check. Our usual arrangements apply if the post-results check leads to any change(s) to the syllabus grade(s). You can access more detailed information about fees in the 'My Messages' section of [Direct](#).



Appeals

The [>Cambridge Handbook](#) refers to markers' or moderators' judgements. These markers and moderators represent Cambridge International.

For the June 2020 series the judgements of markers and moderators are being replaced by judgements based on statistical data*. However, the judgements will continue to be made by representatives of Cambridge International.

* Except syllabuses which are being assessed for the first time at this level in the June 2020 exam series.

For the June 2020 exam series, you can request four types of appeal:

Appeal type	Description
Appeals against post-results check service 1	Available for syllabuses assessed for the first time at this level in the June 2020 exam series, if you believe we have not followed our procedures correctly.
Appeals against post-results check service 2	Available against the outcomes of post-results checks for non-standard entry profiles, if you believe we have not followed our procedures correctly.
Appeals against post-results check service 3	Available against the outcomes of post-results checks of the statistical standardisation calculation, if you believe we have not followed our procedures correctly.
Appeals against malpractice decisions	Available against outcomes of a malpractice investigation, if you believe that we have not followed our procedures correctly.

Important information

The changes we have made to the June 2020 series mean that many of the commitments described in our *Code of Practice* are not relevant to the June 2020 series. Therefore, we are suspending the *Code of Practice* for this series and, where necessary, adapting our policies and procedures to make sure we maintain the fairness and integrity of our assessments.

Stage 1 appeals against post-results checks

The appeals process is not a way of getting another opinion about the candidates' results, nor is it an opportunity for you to provide more evidence*. It is a way to challenge us if you believe we have not followed our procedures correctly.

* Except in the case of malpractice appeals.

Section 7 of the [>Cambridge Handbook](#) outlines the appeals process.

What has changed for the June 2020 exam series?

The scope (section 7.1.2) of what we will consider an appeal has changed.

- To make a Stage 1 appeal you must show you have a permitted reason for appeal.
- The only reason we will consider is that we did not follow the procedures we developed for the June 2020 exam series correctly.
- We will not consider appeals for any other reason. Our *Code of Practice 2017* has been suspended for the June 2020 series and therefore, the commitments in our *Code of Practice* are not a valid reason for appeals in June 2020.
- Stage 1 appeals will only be considered for the **whole group** of candidates entered for the syllabus. We will not consider appeals for individual candidates.
- If you wish to make an appeal, this must be done within 28 days of the date when we uploaded the outcome letter for your post-results check to [Direct](#).

What remains the same?

- You will be able to make a Stage 1 appeal.
 - We will only accept appeals through centres, with the support of the Head of Centre.
 - If you are not satisfied with the outcome of a Stage 1 appeal, you can ask for a Stage 2 appeal.
 - Stage 1 of the appeal process will be an investigation by a senior member of staff.
- A** Associate Centres should make appeals through their Cambridge Associate. Cambridge Associates may set earlier deadlines for their Associate Centres.

To make a Stage 1 appeal, complete the relevant appeals form, available from the 'Support Materials' section of [Direct](#). You should fully explain the reason for the appeal, otherwise we will not be able to consider it.

We will email you to acknowledge your appeal within three working days of receiving it. If you have not received an email within that time, please contact us to check we have received your appeal.

One or more members of Cambridge staff, none of whom were involved in the original decision, will review your appeal and any relevant evidence, and will consider whether we correctly followed the procedures we developed for the June 2020 exam series.

We will write to you within 21 days of receiving your appeal to let you know whether it was fully successful, partly successful or unsuccessful. We will not communicate with candidates or parents/guardians involved in the appeal. You should tell candidates and parents/guardians the outcome as soon as you receive it.

Stage 2 appeals against post-results checks

If the appeal is not fully successful at Stage 1, you may choose to ask for a Stage 2 appeal.

What has changed for the June 2020 exam series?

Guidance in the [>Cambridge Handbook](#) still applies for Stage 2 appeals. However, we have revised the following:

- The only reason we will consider a Stage 2 appeal is that we did not correctly use procedures developed for the June 2020 exam series.
- Stage 2 hearings may have to be conducted remotely.
- Stage 2 appeals will only be considered for the **whole group** of candidates entered for the syllabus. We will not consider appeals for individual candidates.
- Email *Appeals – Form 2*, available from the 'Support Materials' section of [Direct](#), to info@cambridgeinternational.org with 'Stage 2 Appeal' in the subject line.

What remains the same?

- You can only proceed to a Stage 2 appeal if you have had a Stage 1 appeal.
- Stage 2 of the process will involve a hearing before an independent panel.
- If you have told us you wish to attend the meeting, we will also ask you to name representatives from your centre who will attend.*
- We will not be able to reschedule meetings to suit your representatives.
- You may name alternative representatives if those you originally named cannot attend.
- Up to three members of staff may attend. Candidates and their parents/guardians may not normally attend as representatives.
- As the Stage 2 appeal is not a judicial or quasi-judicial process, legal representatives cannot attend.

* *The meeting may be conducted remotely via videolink.*

Appeals against malpractice decisions (Stage 1 and Stage 2)

What has changed for the June 2020 exam series?

Section 7.3 of the [>Cambridge Handbook](#), which outlines how to appeal against a malpractice decision, continues to apply for the June 2020 exam series. There are **no changes** to the guidance.



Summary of services available

	Can I request a post-results	Can I submit a Stage 1 appeal?	Can I submit a Stage 2 appeal?
Syllabuses assessed for the first time at this level in the June 2020 exam series	Yes, service 1. Centre deadline: 20 September. We will not consider additional information or evidence from you at the post-results check stage.	Yes Includes: <ul style="list-style-type: none"> checks to make sure procedures were correctly followed during the original calculation of candidates' grades and at the post-results check stage. We will not consider additional information or evidence from you at the appeal stage. Centre deadline: Within 28 days of post-results check outcome.	Yes Centre deadline: Within 14 days of Stage 1 appeal outcome.
Non-standard entry profile	Yes, service 2. Centre deadline: 20 September.	Yes Includes: <ul style="list-style-type: none"> checks to make sure we applied our procedures correctly to the new evidence provided by you at the post-results check stage. We will not consider additional information or evidence from you at the appeal stage. Centre deadline: Within 28 days of post-results check outcome.	Yes Centre deadline: Within 14 days of Stage 1 appeal outcome.
Check on the statistical standardisation calculation we used to work out candidates' grades	Yes, service 3. Centre deadline: 20 September. We will not consider additional information or evidence from you at the post-results check stage.	Yes Includes: <ul style="list-style-type: none"> checks to make sure we applied our calculations in the correct way to arrive at the candidates' grades. We will not consider additional information or evidence from you at the appeal stage. Centre deadline: Within 28 days of post-results check outcome.	Yes Centre deadline: Within 14 days of Stage 1 appeal outcome.
Malpractice	No	Yes There is no change to the process outlined in the >Cambridge Handbook . Centre deadline: Within 28 days of malpractice investigation outcome.	Yes Centre deadline: Within 14 days of Stage 1 appeal outcome.



Appendix: Post-results check service 2 (non-standard entry profiles)

Acceptable policy changes and evidence

The following information gives examples of evidence that is acceptable for post-results check service 2 (non-standard entry profiles) as a consequence of a changed entry policy. The list is not exhaustive.

The following examples do **not** meet the criteria for a changed entry policy:

- the school intake happened to be better this year
- changes to the admissions policy for students entering the school
- changes in policy relating to new teaching staff or new teaching methods or improved access to facilities.

The following examples **could** meet the criteria for a changed entry policy if supported by appropriate evidence:

- decision not to enter private candidates, or to restrict entries to those for whom authenticated evidence was available
- decision to enter bottom sets for another qualification in the June 2020 exam series
- decision to enter centre's top sets for the syllabus in the June 2020 exam series whereas previously they had been entered for another qualification
- decision to allow another school to make entries through the centre for the first time in the June 2020 exam series.

We will require evidence from you to support your post-results check service 2. The evidence will need to show:

- that there was a decision to change your usual entry policy for the syllabus and that the change actually took place
- which candidates were affected by the change in entry policy in June 2020 and which candidates were affected if the changed entry policy had applied in each of the previous three years
- a reason why you believe that the group of candidates affected by the changed entry policy are different in ability from the candidates who were unaffected (which leads to a non-standard entry profile).

We need evidence to verify these three points so that we can make sure that any recalculated grades are accurate and fair to candidates in all centres.

A form is available for you to complete and upload with your post-results check service 2 in [Direct](#). The form asks you to explain the changed entry policy, the reason for the non-standard entry profile and to list the evidence you are sending to us.

Required numbers of candidates for a post-results check service 2

There must be enough candidates in the affected and unaffected portions of the entry to allow us to use statistics with some confidence. To be able to request a post-results check service 2, the number of candidates in the affected and unaffected parts of the cohort have to allow our recalculation of candidates' grades to be more robust than the original calculation of grades.

This means:

- a) the number of students whose entry was added to, or subtracted from, the June 2020 entry for the syllabus as a consequence of the policy change is at least five candidates; **and**
- b) the number of students whose entry was added to, or subtracted from, the June 2020 entry for the syllabus as a consequence of the policy change is at least 10 per cent of the total June 2020 entry; **and**
- c) the number of candidates in the unaffected portion of the cohort who received a result for the syllabus is at least 10 candidates in June 2020; **and**
- d) the number of candidates in the unaffected portion of the cohort who received a result for the syllabus is at least 10 candidates in the June 2019, June 2018 and June 2017 series combined.

We need to make sure the change in entry policy had a large enough impact on the entries in June 2020 to mean that the grade distribution originally calculated was significantly wrong. If the change in entry policy did not cause actual changes to the entries, then the grade distribution already calculated should stand.

Statistical methods are used to make corrections to candidates' grades. If the numbers of unaffected candidates are too small then we would not be able to have confidence that the recalculated grades were more accurate than the ones already issued.



What we mean by affected and unaffected part of an entry

- The **affected** part of the **June 2020 cohort** consists of those candidates to whom the changed entry policy applies.

For example, if the change in entry policy applied only to the top set in the school, then the affected group in June 2020 would consist of those candidates entered for the June 2020 exam who were also in the top set. Or if the change in entry policy applied only to private candidates, then the private candidates form the affected group within the June 2020 cohort.

In some circumstances there will be no candidates in the affected group in June 2020. This would happen where the change in the entry policy had involved a decision not to enter any candidates of a particular type in the June 2020 exam, where the same type of candidate had been entered in previous exam series.

- The **affected** part of a **previous cohort** consists of those candidates to whom the changed entry policy would have applied.

For example, if the change in entry policy in June 2020 applied only to the top set, then in June 2019 the affected group would consist of candidates who were in the top set in the June 2019 year group.

In some circumstances there will be no candidates in the affected group in series prior to June 2020. This would happen where the change in the entry policy had involved a decision to enter any candidates of a particular type in the June 2020 exam, where the same type of candidate had not been entered in previous exam series.

- The **unaffected** part of a cohort consists of all the candidates who are not in the affected group.