



Guidance on appeals for the June 2020 series

To support you following the re-release of results on 21 August, we have produced this *Guidance on appeals for the June 2020 series* for Heads of Centre and exams officers. This document replaces the *Post-results and appeals supplement for the June 2020 series* which we shared with you in July.

The grade that a candidate received on 21 August for the June 2020 series is either:

- The predicted grade submitted to us by your centre in June using our Grade Submission System;
- A calculated grade (originally issued on 11 August), if this is higher than your centre's predicted grade.

Candidates, parents and legal guardians cannot appeal against the predicted grade that has been submitted by the centre. Centres cannot ask us to change a predicted grade if they have changed their mind. However, this guidance document explains the circumstances in which we will investigate something that you think is wrong.

A If you work with us through another organisation then you should contact your Cambridge Associate if you have any questions about appeals.

Stage 1 Appeals

For the June 2020 series, you can request three types of Stage 1 appeal. Appeals can be requested for individual candidates, or for a group of candidates. We will only accept Stage 1 appeals if they are submitted by a centre. We will not accept appeals directly from parents, legal guardians or candidates.

Appeal type: **Malpractice decision**

Section 7.3 of the [Cambridge Handbook](#) outlines how to appeal against a malpractice decision. This continues to apply for the June 2020 exam series. No changes to the guidance.

Appeal type: **Procedure**

This route is for centres who believe that we have made an error in our procedures and that the revised grade(s) that we issued on 21 August are incorrect as a result of this error.

Appeal type: **Special circumstances**

This route is intended for exceptional circumstances where an event such as illness or bereavement has affected a candidate's demonstration of their ability in work which was later used to decide their predicted grade, and where there is a good reason why that event was not taken into account when the predicted grade was decided.

Malpractice decision

Section 7.3 of the Cambridge Handbook outlines how to appeal against a malpractice decision. This continues to apply for the June 2020 exam series. There are no changes to the guidance.

Submit the details of the decision that you want to have investigated by completing *Appeals – Form 1*, available from the 'Support materials' section on [Cambridge International Direct \(Direct\)](#). Send it to us by email: info@cambridgeinternational.org. We will complete this investigation within 28 days of receipt.

If the Stage 1 appeal is not fully successful at this stage, you may choose to ask for a Stage 2 appeal. You must do so within 14 days of receiving the Stage 1 appeal outcome.

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 appeals document instead. This guidance document replaces the 'post-results and appeals supplement for the June 2020 series' which was published in July.

Procedure

This service is available for centres who believe that we have made an error in applying our procedures and that the revised grade(s) that we issued on 21 August are incorrect as a result of this error.

The procedure that we used to calculate grades in June 2020 was as follows:

- We collected predicted grades and rank orders submitted by centres using the Grade Submission System
- We collected historical results data for each centre for each syllabus
- We collected moderator judgements on candidates' work in new syllabuses

- We used this information to calculate grades
- The grade that we issued on 21 August was the higher grade of either the predicted grade or the calculated grade.

For this appeal route, we will check that these stages of the process have been followed correctly. You will need to state the stage in our procedure where you believe the error occurred and you will need to provide evidence to support this. We will complete this check within 21 days of receipt.

You should submit the details of where you believe the error occurred by completing *Appeals – Form 2* available from the 'Support materials' section on [Direct](#) and email it to us: info@cambridgeinternational.org

If the Stage 1 appeal is not fully successful at this stage, you may choose to ask for a Stage 2 appeal. You must do so within 14 days of receiving the Stage 1 appeal outcome.

Special circumstances

This service is available to investigate situations in which all three of the following circumstances applied:

- Something unexpected, outside of the candidate's control, happened to a candidate (e.g. illness, injury, bereavement); and
- This unexpected event affected the candidate's performance on the work which was used by the centre to predict the grade and to determine their rank order position which was submitted to us in June on the Grade Submission System; and
- The centre did not take the unexpected event into account when predicting the grade and determining the rank order position, and there is a good reason why the unexpected event was not taken into account.

You will need to be able to provide clear evidence as follows:

- Evidence or statements confirming that the event took place, and when it took place;
- Details of the pieces of work used to decide on the candidate's predicted grade and rank order position, and the dates when that work was done;
- Details, supported by evidence, of the reason why the event was not taken into account by the centre when predicting the candidate's grade and deciding their rank order position;
- Confirmation that, if the event had been taken into account, the candidate's predicted grade and rank order position would have been different.

We will review this evidence in line with the existing procedures that are used for special consideration, and are outlined in Section 5.5 of the [Cambridge Handbook](#). The adjustments we make in successful cases may or may not cause a change to the candidate's grade. The grades of other candidates will not be affected. You should submit the details of the special circumstance that you want to have

investigated by completing *Appeals – Form 3* available from the 'Support materials' section on [Direct](#) and email it to us: info@cambridgeinternational.org We will complete this investigation within 21 days of receipt.

If the Stage 1 appeal is not fully successful at this stage, you may choose to ask for a Stage 2 appeal. You must do so within 14 days of receiving the Stage 1 appeal outcome.



Important date

The deadline for submitting an appeal against a malpractice decision is within 28 days of receiving the malpractice investigation outcome from us.

The deadline for submitting a procedural appeal or a special circumstances appeal to us is 20 September 2020.

A If you work with us through another organisation, you should submit your forms to your Cambridge Associate.

Stage 2 appeals

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:

- Stage 2 hearings may have to be conducted remotely.

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



Important information

We will charge a fee for a procedural appeal. You can access more detailed information about fees in the 'My Messages' section of [Direct](#). The malpractice appeal and the special circumstances appeal are free of charge.

Summary of appeal types available

	Deadline and method of submission	How long for our Stage 1 investigation?	Can I submit a Stage 2 appeal?	Does a fee apply?
Malpractice decision	Send <i>Appeals – Form 1</i> to info@cambridgeinternational.org within 28 days of malpractice investigation outcome	28 days	Yes. Within 14 days of appeal outcome	No
Procedural	Send <i>Appeals – Form 2</i> to info@cambridgeinternational.org by 20 September 2020	21 days	Yes. Within 14 days of appeal outcome	Yes
Special circumstances	Send <i>Appeals – Form 3</i> to info@cambridgeinternational.org by 20 September 2020	21 days	Yes. Within 14 days of appeal outcome	No

Other instances where you might need to contact us about changes to grades

Clerical error

For June 2020, the predicted grades and rank order positions have been decided by our centres, and confirmed by the Head of Centre. When centres submitted predicted grades and rank orders to us, the Head of Centre completed a declaration of authority. By completing this declaration, the Head of Centre confirmed that the data submitted was final and correct. They also confirmed their understanding that once the predicted grades and rank orders were submitted, they would be considered as final by Cambridge.

In keeping with this declaration, and to protect the integrity of the results we have issued, we will provide correction to centre errors in very limited circumstances, for example, where two candidates with identical or near identical names were switched in error in the rank order.

You should contact us if you have made a clerical error in the predicted grade or rank order data that was submitted to us in June in our Grade Submission System. You will need to be able to provide clear evidence from before or at the time of submission about what the error is and how it occurred. We will review this evidence and then tell you our decision. Grades may stay the same, go up, or go down.

You should email the details of the error that you want us to consider, putting 'Clerical Error' and your centre number in the subject line, to info@cambridgeinternational.org.

There will be a charge for this service – you can access more detailed information about fees in the 'My Messages' section of [Direct](#).

We will review each case you report to us within 21 days and provide you with a decision. Our decision is final. There is no recourse to an appeal if we do not accept your evidence or if grade(s) are not changed.

Allegations of bias or discrimination

Some candidates may have concerns about the fairness of the grades awarded by their centre. If this is the case, candidates should discuss this directly with their centre in the first instance. Centres will be able to provide additional context and explanations to help candidates understand the predicted grade and rank order they submitted to us. If candidates are not satisfied with the explanation provided, then they can raise a complaint through their centre's complaints policy.

Following the response from the centre, some candidates may believe that their centre was biased or discriminated against them when predicting grades and deciding rank order positions.

Candidates should submit the details of the allegation that they want to have investigated by email to info@cambridgeinternational.org. Such allegations are very serious and must have evidence and specific information to support them.

If we believe that the evidence supplied supports the allegation of suspected malpractice then a malpractice investigation will be opened.

Our decision in these situations is final. There is no recourse to an appeal if we do not accept the candidate's case and a malpractice investigation is not opened. If an allegation does lead to a malpractice investigation, and a centre wishes to submit a Stage 1 appeal against the outcome of the malpractice investigation, they may do within 28 days of receiving the malpractice investigation outcome.

Learn more! For more information please visit www.cambridgeinternational.org/examsOfficers or contact Customer Services on +44 (0)1223 553554 or email info@cambridgeinternational.org