## **Cross and Passion College**



# Centre Determined Grades Policy March 2021

Approved by Board of Governors on 22 <sup>nd</sup> April 2021					
Signed :				_ (Chair of	Governors)

#### Rationale

With the ongoing disruption to public health and educational norms caused by the Covid-19 pandemic, Cross and Passion College is committed to ensuring that CCEA GCSE, AS and A Level (to also include the other awarding body qualifications offered from AQA, OCR, Pearson, WJEC & Eduqas) grades based on teacher professional judgements in 2021 will be valid and reliable, enabling progression for students.

#### Statement of Intent

The purpose of this policy is:

- to ensure that the effective operation of the Centre Determined Grades process in 2021 produces fair, objective, consistent and timely outcomes within and across departments;
- to ensure that all staff involved in producing Centre Determined Grades know, understand and can complete their roles in the process as published by CCEA;
- to ensure that Centre Determined Grades are produced in line with the process as published by CCEA, using the professional judgement of teachers, with internal moderation, ensuring quality and accuracy of the grades submitted to CCEA; and
- to ensure that Cross and Passion College meets its obligations in relation to relevant legislation.

It is the responsibility of everyone involved in the generation of Centre Determined Grades to read, understand and implement this policy. The Centre Determined Grades policy will be in line with CCEA Alternative Arrangements – Process for Heads of Centre, subject specific guidance and other CCEA guidance and information issued in relation to Summer 2021. All staff involved in centre determined grades will support the implementation of alternative arrangements as set out by CCEA, including the CCEA review stage. Staff will familiarise themselves with all relevant guidance provided by CCEA, the JCQ requirements and the relevant centre policies.

#### **Process Overview**

There is a five step process for the Summer 2021 awarding arrangements as outlined in the CCEA Alternative Arrangements – Process for Heads of Centre.



Step and Indicative Timeframe	Activity	Personnel	Internal Deadlines
1 - Guidance, Information and Readiness	CCEA guidance documentation shared and understood by all involved staff. Cross and Passion College participates in support offered by CCEA and other partner bodies, such as EA.  Cross and Passion College agree their quality assurance process to ensure	SLT, Heads of Department (HoDs) and teaching staff  SLT, HoDs and teaching staff	March 21  March 21
	consistency across teachers, subjects and departments.  Centre Determined Grades Policy (CDG) developed, documented and shared with all staff. (Policy will be sent to CCEA by 23 April).	SLT	March – April 21

	Preliminary consideration of value of available evidence. HODs to produce a preliminary Grade Determination Document which outlines how grades will be awarded for each qualification.	SLT, HoDs	March 21
2 - Evidence Gathering and Provision of Assessment Resource	Completion and marking of defined assessments in line with CDG policy. This will include an assessment period in April and should include CCEA (and other Awarding Bodies) assessment resources.  All other available evidence collated and documented.	SLT, HoDs and teaching staff  SLT, HoDs and teaching staff	April - May 21  April - May 21
3 - Centre	All available evidence moderated in line with CDG policy.	SLT, HoDs and teaching staff	April – May 21
Professional Judgement and Moderation	Any potential bias in Centre Determined Grades and outcomes considered.  Centre Determined Grade outcomes reviewed by SLT.	HoDs and teaching staff SLT	May 21 May 21
	Head of Centre sign-off and submission of Centre Determined Grades.	Head of Centre Examinations Officer	May – June 21
4 - Review of Evidence and Award	Cross and Passion College evidence and grade outcomes reviewed.  If evidence submitted is considered reasonable, Cross and Passion College grades proceed to award. If necessary,	CCEA/AQA/OCR/Pearson/WJEC personnel  CCEA/AQA/OCR/Pearson/WJEC personnel	June 21 June – July 21
	additional evidence requested and reviewed.  Where Awarding Body still has concerns, there will be engagement with Cross and Passion College and may require the	Head of Centre, SLT and Awarding Body personnel	June - July 21
5 - Post-Award	Results issued in August.  10 <sup>th</sup> – AS / A level (Post-16)	CCEA/AQA/OCR/Pearson/WJEC personnel	August 21
Review Service	12 <sup>th</sup> – GCSE  After the issue of results, students will have the right to appeal to Cross and Passion College and to CCEA/ABs.	Head of Centre and CCEA/AQA/OCR/Pearson/WJEC personnel	August – September 21

#### **Roles and Responsibilities**

Roles and responsibilities of Cross and Passion College staff are outlined below:

The **Board of Governors** is responsible for approving the policy for producing Centre Determined Grades and must notify CCEA of arrangements should the Head of Centre be unavailable to confirm the Centre Determined Grades.

The **Head of Centre (Principal)** has overall responsibility for the centre as an examinations centre and will ensure the roles and responsibilities of all staff are defined. The Head of Centre will confirm that Centre Determined Grade judgements are accurate and represent the professional judgement made by staff. The Head of Centre will ensure that the method of determining grades by the centre (in line with processes published by CCEA) uses the professional judgement of teachers, with internal moderation and participation in an external review process set out by CCEA. The Head of Centre will work collaboratively with CCEA in terms of engaging with professional dialogue and the provision of evidence as requested.

The **Senior Leadership Team (SLT)** will provide support to staff involved in producing Centre Determined Grades. They will support the Head of Centre in the quality assurance of the final Centre Determined Grades. They have a role in achieving a consistent approach across departments and authenticating the preliminary outcomes in subjects where there is only one teacher. This will be agreed on a case-by-case basis but may include, for example, Senior Leaders or the Head of Centre validating the outcomes after comparing them with outcomes in associated subject areas where applicable. SLT will disseminate information and guidance related to the Centre Determined Grade process to relevant staff.

A committee comprising of the Principal, Vice-Principal and at least one member of the Senior Leadership Team, will consider special consideration requests and will provide judgements to Heads of Department for application with regard to the pupils concerned.

The Examinations Officer (P Donnelly) is responsible for ensuring accurate and timely entries are submitted to CCEA. They must ensure that all information from CCEA is shared promptly with all relevant staff. The Examinations Officer will ensure that they know, understand and can use the CCEA Centre Manager Applications. They will ensure that the centre's systems for data capture are enabled and that the Centre Determined Grades are submitted for each candidate entry by the published date(s) for Summer 2021. The Examinations Officer is responsible for the administration of the final Centre Determined Grades and for managing the post-results services within the centre. The Examinations Officer is also responsible for the collation of special consideration requests.

Heads of Department and Teachers in Charge of Subjects are responsible for supporting departmental staff and ensuring all staff conduct Spring Assessments in April / May 2021 under the appropriate levels of control and have the information required to make accurate and fair judgements. They will determine what additional pupil evidence will be used in line with the CDG Policy, agree on how it is weighted and will work with department staff to collate all relevant data. They will ensure that a Head of Department Checklist is completed for each qualification that they are submitting. Additional support and, where appropriate, quality assurance measures will be provided for newly qualified teachers. Where relevant, HODs will liaise with their professional counterparts in BHS to agree similar arrangements for collaborative subjects, ensuring they are assured by processes which will impact the children registered at Cross and Passion College. Any issues arising should be relayed to SLT Link, in order to agree at leadership level between the schools. HoDs are also responsible for the application of special consideration for relevant pupils as determined by a panel of SLT members.

**Teachers** are responsible for ensuring that they conduct April / May 2021 Spring Assessments (which should include the CCEA assessment resource for CCEA qualifications or similar for other Awarding Bodies) under the appropriate levels of control, where it is safe to do so, and that they have sufficient evidence, in line with the CDG policy, to support Centre Determined Grades for each candidate they have entered for a qualification. They must ensure that the Centre Determined Grade they assign to each candidate is a fair, valid and reliable reflection of the assessed evidence available for each candidate. Centres must ensure records are kept (similar to the Candidate Assessment Record) to include a description of the assessment evidence used, the level of control for each assessment considered, and any other evidence that explains the final Centre Determined Grade submitted. Teachers have the responsibility for internal standardisation and moderating candidates' work, in conjunction with departmental colleagues and Senior Leaders as required. They must securely store and be able to retrieve, where possible, evidence to support their decisions. The knowledge, expertise and professionalism of the staff of Cross and Passion College is central to determining Centre Determined Grades.

**SENCO** will provide support to SEN pupils who normally have access arrangements or reasonable adjustments to procedures during assessment processes for the April / May Spring Assessments, as per normal JCQ arrangements.

#### **Training, Support and Guidance**

Teachers involved in determining grades must attend any training/support meetings provided in school. Cross and Passion College will engage with training and support that CCEA has provided, including web-based support and training. Staff will be made aware of further general and subject-specific support and guidance found on:

The AQA website at <a href="www.aqa.org.uk">www.aqa.org.uk</a>
The CCEA website at <a href="www.ccea.org.uk">www.ccea.org.uk</a>
The OCR website at <a href="www.ocr.org.uk">www.ocr.org.uk</a>
The Pearson website at <a href="https://qualifications.pearson.com">https://qualifications.pearson.com</a>
The WJEC website at <a href="www.wjec.co.uk">www.wjec.co.uk</a>

#### **Appropriate Evidence**

Cross and Passion College will use the following candidate evidence in arriving at Centre Determined Grades. Evidence completed under High or Medium Levels of control will be considered as key evidence (CCEA Appendix 5 – Definitions of Levels of Control - CCEA Alternative Arrangements – Process for Heads of Centre):

- CCEA/AQA/OCR/Pearson/Edugas/WJEC assessment resources for 2021 (or school adaptations of these resources);
- Class tests / Unit tests / Practical in-class assessments which relate to the Awarding Body Specification;
- Coursework or controlled assessments components;
- CCEA Modular Results (eg. Year 12 Single Award Science);
- Homework;
- Mock Examinations;
- Other relevant information, as detailed and agreed between HODs and SLT, recorded on the Grade Determination Document.

Cross and Passion College has taken into account the information provided by CCEA about unit omissions before the cancellation of examinations (these are detailed on the Summer 2021 Information Pre-Examination Cancellation section of the CCEA website). However, evidence of pupil performance may be collected against any part of the taught CCEA specification towards the relevant award.

Cross and Passion College is taking account of disruption that candidates have faced to their learning as a result of COVID-19 by completing a Spring Assessment process in April / May 2021 that focuses on reduced module / unit content in each subject against the requirements of the specifications. Other assessments (based on any part of the taught Awarding Body specification) which were completed prior to April/May 2021 may also contribute to the grading process where deemed appropriate (dependent on the individual requirements of the subject and evidenced in the Departmental Assessment Evidence Grid). All assessments to be used as part of the process should be submitted to SLT on the Grade Determination Document and agreed, prior to the determination process.

Any adaptations that have been made will be recorded in the checklists provided by CCEA and will be based on the CCEA Alternative Arrangements – Process for Heads of Centre. The same process applies to subjects using AQA, OCR, WJEC, Eduqas and Pearson Awarding Bodies.

Candidates will be made aware of the evidence that will be used in determining their grades. Please note that due to the exceptional circumstances of some students, it may be necessary to use alternative sources of evidence in which any changes will be recorded in the Candidate Assessment Record (or similar records). In a contingency situation, by agreement with SLT, other assessed work will be used if key evidence is not available for individual students. This may include work assessed from the previous academic year. At all times, the centre must use evidence of students' work to form the basis for each student's grade, detailing why, and how, judgments were reached. Percentage/Raw mark outcomes from the Spring Assessments will be available to students on request.

While there is no set requirement for the minimum amount of content that students must have been taught, Heads of Centres will be required to confirm that students have been taught sufficient content to form the basis for a grade. In extreme cases, where a student has no assessed work available for a qualification, then it may not be possible for the centre to assign a classified grade outcome

#### Students and Parents/Carers communication

Cross and Passion College will seek to keep students and parents/carers aware of all relevant information regarding the generation of Centre Determined Grades.

#### For example:

- Sharing communication from Department of Education (NI) and/or examination boards.
- Details of the assessment period (post Easter 2021) were communicated to all parents/carers and students
   March 2021
- Details on which parts of the specification would be assessed communicated March 2021.
- Information on the sources of evidence to be used in generating Centre Determined Grades to be made available to all students (and other stakeholders, on request e.g. parents/carers)

#### **Centre Determined Grades**

Cross and Passion College will determine grades based on evidence that reflects the standard at which a candidate is performing, i.e. their demonstrated knowledge, understanding and skills in regard to the specification content they have covered. To make accurate judgements, teachers must have a clear understanding of:

- the range of skills, knowledge and understanding covered by the specification;
- the assessment requirements and the structure of the specification;
- the grade descriptions at key grades;
- the level of demand of the qualification assessments; and
- the weighting of each component/unit and the type of assessment.

Information on these aspects for each qualification will be drawn from the CCEA/AQA/OCR/Pearson/WJEC/Eduqas specification, specimen assessment materials, past papers, controlled assessment/coursework assessment tasks, and Chief Examiner and Principal Moderator reports, which are available on the relevant Awarding Body website.

All teachers will help to complete the internal subject spreadsheet (or similar document) for recording marks and then the Candidate Assessment Record (or similar records), forwarding to their Head of Department/ Teacher in Charge of Subject. All teachers are responsible for ensuring that all available evidence has been stored safely and is accessible to support the relevant Awarding Organisation's Review of Evidence and Award process. It is recognised that, in some cases, it may not be possible to retrieve all evidence of pupils' work for assessments completed before March 2021, however Cross and Passion College will endeavour to collate and secure as much evidence as possible for each student. Decisions will be recorded to show how the evidence was used to arrive at a fair and objective grade.

Please note that due to exceptional circumstances of students it may be necessary to use alternative sources of evidence in which case any changes will be identified in the Candidate Assessment Record (or similar records).

#### **Internal Standardisation**

In subjects where there is more than one teacher and/or class in the department (including collaborative arrangements), we will carry out internal standardisation. The purpose of internal standardisation is to provide our teachers with confidence in the grades they have assigned, to ensure fairness and objectivity of decisions, and to ensure consistency in the application of assessment criteria and standards. This allows for any teachers' differences to be resolved. Internal standardisation will include cross-checking of marking across a wide range of marks in assessments throughout April and May 2021. Internal subject department spreadsheets, grade submission sheets and candidate assessment records (or similar records) will form the basis of discussions around decisions made.

As a result of the internal standardisation process, it may be necessary for a teacher or the Head of Department to adjust the original decision:

- to match the standards as established and understood in the guidance provided; and
- to bring judgements into line with those of other teachers in the department.
- mentoring from experienced teachers to teachers less familiar with assessment.
- additional internal reviews of teacher assessed grades for less experienced staff and other teachers as appropriate.

In the context of internal standardisation, any necessary decisions will be made by the Head of Department / Teacher in Charge of Subject. They will record any adjustments and any other relevant information relating to internal standardisation matters.

#### Internal quality assurance

Cross and Passion College will conduct internal quality assurance processes, within and across subject departments.

- We will ensure that all teachers involved in deriving teacher assessed grades are provided with our Centre Policy document.
- In subjects where there is more than one teacher and/or class in the department, we will ensure that our centre carries out an internal standardisation process.
- In subject areas where there is only one teacher, we will encourage staff to work with colleagues to peerassure processes and standards. SLT Links will be available for this purpose in the absence of suitable colleagues. The above processes will be recorded on the Grade Determination Document.
- We will ensure that all teachers are provided with training and support to ensure they take a consistent approach to:
  - o Arriving at teacher assessed grades
  - Marking of evidence
  - o Reaching a holistic grading decision
  - o Applying the use of grading support and documentation
- We will conduct internal standardisation across all grades.
- SLT will collate and review details of which categories and sources of evidence are to be used in each subject area and for each qualification.
- We will ensure that the internal marking records will form the basis of internal standardisation and discussions across teachers to agree the awarding of teacher assessed grades.
- Where necessary, we will review and reflect on individual grading decisions to ensure alignment with the standards as outlined by our Awarding Organisations.
- Where appropriate, we will amend individual grade decisions to ensure alignment with the standards as outlined by our Awarding Organisations.
- Where there is only one teacher involved in marking assessments and determining grades, then the output of this activity will be reviewed by an appropriate member of staff within the centre.
- In respect of equality legislation, we will consider the range of evidence for students of different protected characteristics that are included in our internal standardisation.

#### **External quality assurance**

Cross and Passion College will ensure the relevant documentation and assessment evidence can be provided in a timely manner for the purposes of external quality assurance sampling, and that staff will be made available to respond to enquiries arising.

- All staff involved will be made aware of the awarding organisation requirements for External Quality Assurance.
- All necessary records of decision-making in relation to determining grades will be properly kept and can be made available for review as required.
- All student evidence on which decisions regarding the determination of grades will be retained and can be made available for review as required.
- Instances where student evidence used to decide teacher assessed grades is not available, for example
  where the material has previously been returned to students and cannot now be retrieved, will be clearly
  recorded on the appropriate documentation.
- All staff involved have been briefed on the possibility of interaction with awarding organisations during the different stages of the External Quality Assurance process and will respond promptly and fully to enquiries.
- Arrangements are in place to respond fully and promptly to any additional requirements/reviews that may be identified as a result of the External Quality Assurance process.

#### **Comparison of Teacher Assessed Grades to results for previous cohorts**

Cross and Passion College will ensure that our internal process includes a comparison of teacher assessed grades at qualification level to results for previous cohorts in our centre taking the same qualification.

- We will compile information on the grades awarded to our students in past June series in which exams took place (e.g. 2017 2019).
- We will consider the size of our cohort from year to year.
- We will consider the stability of our centre's overall grade outcomes from year to year.
- We will consider both subject and centre level variation in our outcomes during the internal quality assurance process.
- We will prepare a succinct narrative on the outcomes of the review against historic data which, in the event
  of significant divergence from the qualifications-levels profiles attained in previous examined years, address
  the reasons for this divergence. This commentary will be available for subsequent review for quality
  assurance purposes

It is recognised that the comparison of grades to previous years' distributions may not be appropriate in certain circumstances. On occasions, there may be a level of expected variability of outcomes over time, and relevant limitations of such comparisons, including where centres entries in a subject are small, where the cohort for a subject differs for other reasons such as a change of entry requirements for that subject.

#### **Head of Centre Moderation and Declaration**

Cross and Passion College undertakes to have a consistent approach across departments/subjects. SLT will work with HODs to review processes, review of marking arrangements, internal standardisation arrangements and will investigate whether decisions have been justified. Unexplained grade profiles will be considered and may result in a review of the evidence used or remarking. A record of decisions and internal subject spreadsheets will be retained. The moderation exercise will include professional discussions with Heads of Department.

The Principal and Vice Principal will consider both the subject and centre outcomes based on the evidence available.

The Head of Centre will submit a declaration on behalf of the centre. This will include a confirmation that the Centre Determined Grades for candidates are a true representation of their performance.

#### Access Arrangements and Special Consideration

Where candidates have agreed access arrangements or reasonable adjustments (for example - a reader or scribe), Cross and Passion College will make every effort to ensure that these arrangements are in place when assessments are being taken (Details on access arrangements can be found in the JCQ document Adjustments for candidates with disabilities and learning difficulties, which is available on the JCQ website). As public examinations have been cancelled, the normal application process to the Awarding Organisation for special consideration will not apply this summer in the usual manner. However, where illness or other personal circumstances, covered by the JCQ guidelines, might have affected the candidate's standard of performance, Cross and Passion College will take account of this when making judgements. Once Departments have assigned their Centre Determined Grades, a committee comprising of the Principal, Vice-Principal and at least one member of the Senior Leadership Team, will consider special consideration requests and will provide judgements to Heads of Department for application with regard to the pupils concerned (using JCQ guidelines). This committee will provide judgements to departments to apply to the relevant assessments. In the event that special circumstances have caused a student to miss a key internal assessment, the centre will record how this was incorporated into their judgements in the Candidate Assessment Record (or similar records).

Special consideration will not be applied due to lost teaching and learning time. Cross and Passion College will ensure consistency in the application of special consideration by following the guidance on pages 4–7 of the **JCQ document** - **A guide to the special consideration process, with effect from 1 September 2020.** 

#### **Bias and Discrimination**

Cross and Passion College will fulfil its duties and responsibilities concerning relevant equality and disability requirements. SLT will disseminate guidance on potential bias in judgements, including the challenges and solutions relevant to a holistic approach to assessing the validity of assessment judgements.

To avoid bias and discrimination, all staff involved in Centre Determined Grades will consider that:

- unconscious bias can skew judgements;
- the evidence should be valued for its own merit as an indication of performance and attainment;
- Centre Determined Grades should not be influenced by positive or challenging personal circumstances, character, behaviour, appearance, socio-economic background, or the performance of candidates' siblings;
- unconscious bias is more likely to occur when quick opinions are formed; and
- having effective internal standardisation will help to ensure that there is consideration from different perspectives.

#### **Recording Decisions and Retention of Evidence and Data**

It is fundamental that teachers and Heads of Department maintain records that show how Centre Determined Grades have been produced and internally standardised, including the rationale for decisions in relation to individual marks/grades. All evidence used to support the grade determined for each candidate will be retained electronically on the C2k network.

The CPC Disposal of Records Schedule outlines how information and data will be stored in relation to Centre Determined Grades. There will be robust, accurate and secure records of decisions and retention of evidence to comply with data protection legislation and in anticipation of centre moderation and the CCEA Review of Evidence and Award process and potential appeals.

When requested, evidence will be uploaded by the Examination Officer via the Awarding Organisation's application used to submit the Centre Determined Grades. The following documentation will be fully and accurately completed and retained securely:

- Physical evidence of students' work from the assessment period in April /May 2021
- Internal spreadsheet evidence and a Grade submission sheet
- CCEA Candidate Assessment Records or similar records;
- Records of judgements made about special consideration
- CCEA Head of Department Checklists and Departmental Assessment Evidence Grid; and
- CCEA Head of Centre Declaration.

The same will apply for any AQA, OCR, Pearson, Eduqas and WJEC documentation for the Alternative Awarding Arrangements.

#### **Confidentiality**

Cross and Passion College will not disclose any candidates' Centre Determined Grades in advance of the official issue of results in August 2021. This is in keeping with Awarding Organisation requirements.

#### Malpractice/Maladministration

Cross and Passion College will act ethically, to uphold the integrity of the qualifications system and to report potential cases of malpractice or maladministration to CCEA for investigation. There may be instances where the centre or individual teachers are put under improper pressure from a candidate or their parent/guardian to influence the decision making on a grade. Any improper pressure must be reported to CCEA, who may investigate this as potential malpractice or maladministration. Other examples of potential malpractice include:

- deception;
- improper assistance to a candidate;
- failure to appropriately authenticate a candidate's work;
- over-direction of candidates in preparation for assessments;
- the centre submitting grades not supported by evidence or that they know to be inaccurate;
- centres entering candidate(s) who were not originally intending to cash in a grade in the Summer 2021 series;
- failure to engage as requested with CCEA during the review stage of the process; and
- failure to keep appropriate records of decisions made and Centre Determined Grades.

The consequences of malpractice or maladministration are as published in the JCQ guidance Suspected Malpractice: Policies and Procedures, which is available on the JCQ website, and include the risk of a delay to candidates receiving their grades, up to and including removal of centre status.

#### **Collaboration**

We will liaise with professional colleagues in partner schools to satisfy ourselves that evidence to support Centre Determined Grades exist, and that procedures have been followed in line with DE/CCEA guidance. School Leadership, SLT and HODs will regularly communicate to ensure there is an understanding and agreement with the processes taking pace in both schools to best support the children who study through collaborative arrangements.

#### **Centre Policy portability between UK jurisdictions**

This policy meets the requirements of both CCEA regulation and the Joint Council for Qualifications (JCQ). There are no planned changes in approach for the Awards which Cross and Passion College offer in conjunction with Awarding Bodies other than CCEA and the processes and procedures to be followed are consistent for all.

#### **Conflicts of Interest**

To protect the integrity of assessments, staff must declare any potential conflicts of interest to the Head of Centre (Principal). Instances when there may be a conflict include teaching and preparing members of their family or other close relationships for qualifications that include internally assessed components. The Head of Centre will take the appropriate actions to manage any potential conflicts of interest arising with centre staff, following the requirements set out in **CCEA's Alternative Arrangements – Process for Heads of Centre** document issued in March 2021 or relevant AQA, OCR, Pearson, Eduqas and WJEC Guidance documents.

Cross and Passion College will also carefully consider the requirements of their centre policies, particularly in relation to the separation of duties and personnel to ensure fairness in later process reviews and appeals.

#### <u>Internal Appeals Procedure Relating to Centre Determined Grades</u>

A written internal appeals procedure is available to permit candidates recourse in relation to the production of a Centre Determined Grade. Cross and Passion College's internal appeals procedure for 2021 will be available for staff, candidates and parents on the school website in August 2021. It outlines the roles and responsibilities for centre staff and provides clarity on the various steps in the internal procedure. The various steps of the internal appeals procedure are timebound and in line with Awarding Organisation requirements. Candidates will be kept updated and will be informed in writing of the outcomes and recourse procedures.

#### **Complaints Procedure**

Cross and Passion College's complaints procedure permits candidates to challenge the centre's delivery or administration of a qualification (including failure to follow their internal appeals procedure correctly) and is available on the centre website.

#### Requirements as a JCQ Registered Centre

Cross and Passion College has reviewed and amended, where necessary, all assessment and examination-related policies and procedures in line with the JCQ General Regulations for Approved Centres, 1 September 2020 to 31 August 2021 to ensure appropriateness for the unique context of Summer 2021 qualifications.

### **Associated/Related Centre Documents**

- CCEA Alternative Arrangements Process for Heads of Centre (Full document)
- CCEA Alternative Arrangements Process for Heads of Centre (CCEA Appendix 5)
- Summer 2021 Information Pre-Examination Cancellation section of the CCEA website
- JCQ document A guide to the special consideration process, with effect from 1 September 2020.
- JCQ guidance Suspected Malpractice: Policies and Procedures
- JCQ Guidance on the determination of grades for A/AS Levels and GCSEs for Summer 2021
- CPC Internal Appeals Procedure
- CPC Complaints Procedure
- CPC Disposal of Records Schedule