

Dear Student

It's that time of the year when the publication of results is approaching! This year has been a challenging one and we thank you for staying with us! Thank you for all the hard work you have put in and we hope that your results reflect that endeavour. We are aware that a small number of students may not be happy with the grades awarded and this communication will outline the process that those students need to follow to have their results reviewed. A comprehensive overview of the grade review process that all students must follow can be found in the **Centre Policy Post Result Service Summer 2021** and/or in the **JCQ 'A Guide to Appeals Processes Summer 2021'**.

All requests for a grade review must be made in writing to elizabeth.shackels@swc.ac.uk. Please do not telephone or contact your co-ordinators or tutors. Any student, including a Private Candidate, may submit a request for a centre review on the grounds that the South West College has:

- failed to follow its procedures properly or consistently in arriving at that result, or,
- made an administrative error in relation to the result.

Requests for appeals on the grounds of academic judgement (unreasonableness) will only be considered by awarding organisations (at Stage Two) and not by the College. In these cases, an initial centre review will still need to be completed to ensure that the centre has not made any procedural or administrative errors.

Regards
Elizabeth