

## Frequently Asked Questions for Students

We totally understand the uncertainties you are facing in the current times about your exams, grades and future plans. The Government's priority is that students impacted by this situation can move on as planned to the next stage of their lives. This means that students are awarded a grade that fairly reflects the work they have put in.

[Ofqual](#), [Awarding Organisations](#) and Colleges are working urgently to finalise solutions that will ensure a fair and robust process is applied. The College is closely monitoring any information as it is being released to follow through the guidelines and keep you informed.

Please be assured that you will not be disadvantaged by the impact of this situation, and in the meanwhile it is extremely important that you continue to engage with your tutors and continue with your learning. Here are some questions that have been asked in past few days and our responses to these.

### My GCSE examinations have been cancelled, what is going to happen about my grades?

Currently we have been awaiting final confirmation from [Ofqual](#) and [Awarding Organisations](#) of exactly how GCSE Maths, English and Biology will be graded. Schools and colleges are being asked to provide centre assessment grades for students, which have to be fair and objective taking into account a wide range of evidence and carefully considered judgements.

It has been confirmed that the GCSE Results Day will be on the **20<sup>th</sup> August 2020**, so no change to this date due to the current situation. What we also know is, that there will be the option to appeal the grade and also an opportunity to take the exam early in the next academic year or in Summer 2021.

As we get further clarification on the process, it will be communicated with you. .

In the meanwhile, please make sure you are fully engaging with your tutor and completing any work that you are given, they are working really hard to ensure they will have all the information that is required.

### When will GCSE grades be released?

It has been confirmed that the GCSE Results will be published and released to students on the **20<sup>th</sup> August 2020**. The aim is to ensure that the distribution of grades follows a similar pattern and grades are indistinguishable to that in other years, so that this year's students aren't disadvantaged

### What if I am not happy with my GCSE Grade?

There will be the option to appeal the grade and also an opportunity to take the exam early in the next academic year or in Summer 2021.

### How will my GCSE grade be calculated? Do I need to do anything to make sure I get the correct grade?

[Ofqual](#) and [Awarding Organisations](#) have been in discussions with various teachers' representatives to finalise the approach on this. Clear guidance on how to do this fairly and robustly has now been provided to Colleges. We are now working with [Awarding Organisations](#) to implement this in a fair and objective way.

### **I need to find out my predicted grade for GCSE, how can I find this?**

Unfortunately at this moment, tutors are working hard to pull the information together and cannot share any information about predicted grades to protect the integrity of the information. Once the College submits the data, the awarding organisations will start processing the final grades and more information will be released when the results are issued.

### **I am studying a [Vocational/ BTEC/ ESOL](#) qualification, how will my qualification be affected?**

The Vocational, ESOL (English for Speakers of Other Languages), BTEC and Technical qualifications have assessment methods that are a bit more complex than GCSEs, therefore a single approach is not appropriate as using calculated grades is not suitable for some qualifications.

[Ofqual](#) and [Awarding Organisations](#) are working urgently to explore various options to ensure a fair process is applied for these.

From the recent announcements, we know that [Ofqual](#) and [Awarding Organisations](#) are working to collate a list of qualifications and the process of grading for each of these - the award of calculated results; adaptation of assessments; or rescheduling. We are therefore expecting a further update from Ofqual in the coming weeks with a confirmation of this.

We totally understand your concerns as these are often your main study programmes and your chance to progress. Once we receive the clear guidelines, procedures and timelines of this, we will make sure you are informed.

Whilst we await further guidance, your tutors are working really hard to ensure your learning continues, therefore, it is extremely important that you continue to engage with your tutor.

### **I need my Functional Skills Maths for my next course that I was going on to next year. What will happen with my exams?**

At the moment the college is closed due to the government directive, therefore all exams that were due to take place from March 23<sup>rd</sup> 2020 onwards have been postponed until further notice, including all [Functional Skills](#) examinations.

From the recent announcement from Ofqual, we understand that Functional Skills will be using the approach of calculated grades to provide students with their final Functional Skills grades. However, we are waiting for Ofqual and Awarding Organisations to give us the final confirmation of the guidelines and process of how this will happen in a fair and objective way, we will share this information with you once it has been confirmed

In the meanwhile, please continue to communicate with your tutor and ensure you are completing all the work they will provide you.

### **I am currently working towards an Apprenticeship course, what will happen with my qualification?**

Your tutor/assessor is going to work closely with yourself and your employer to ensure you are progressing in your Apprenticeship. Please continue to communicate with your assessor and employer, obviously in some cases it will be difficult to carry out some tasks and assessments but you will be kept updated as the situation progresses.

### **I am an external student and have booked and paid for an AAT exam to take at the College. What will happen with my examination?**

Currently [Ofqual](#) and [Awarding Organisations](#) are working on a process for grading external/private candidates on various qualifications. At the moment, AAT have suspended all their assessments in

line with the Government directive for the safety of the learners. Once AAT provide us with further information we will inform you.

**I received a text message to collect my certificate before the 20th March, how do I collect it?**

Currently the College is closed due to the Government directive, therefore you will not be able to collect your certificate. If you need it urgently, please email [ExamsInfo@kirkleescollege.ac.uk](mailto:ExamsInfo@kirkleescollege.ac.uk) with your Full Name, Date of Birth and the Qualification you need the certificate for, we can send you a scanned copy of your certificate.

**I have not received notification about my certificate. What do I do?**

Due to the current situation awarding bodies are delayed in sending out certificates at this time. And also the College is closed so you won't be able to come into College to collect your certificate.

If you have a query or need an urgent confirmation of achievement – Please email [ExamsInfo@kirkleescollege.ac.uk](mailto:ExamsInfo@kirkleescollege.ac.uk) with your Full Name, Date of Birth and the Qualification you need the confirmation of and we can send you either a Kirklees College Attestation or a confirmation from the Awarding Organisation where this is available.

**I have lost my certificate for a qualification I completed in a previous year, how can I get a copy or original certificate?**

Please email [ExamsInfo@kirkleescollege.ac.uk](mailto:ExamsInfo@kirkleescollege.ac.uk) with your Full Name, Date of Birth and the Qualification you need the certificate for and we can send you a scanned copy of your certificate.

If you need the original certificate, you will need to request a replacement certificate directly from the Awarding Organisation. Please see contact details [here](#).

**I need a list of the courses I have completed and achieved previously, how can I get this?**

Please email [ExamsInfo@kirkleescollege.ac.uk](mailto:ExamsInfo@kirkleescollege.ac.uk) with your Full Name, Date of Birth and the Qualification you need the certificate for and we can send you a Kirklees College Attestation (confirmation of achievements) that will list all the qualifications and overall grades you have achieved so far.

**I need to check the result for an exam I did before the 20th March, how can I check this?**

You can access your results via Student Pro-portal – use the guide [here](#) on how to access this.

**The job centre has stopped giving me my Benefit and they asked for a letter from college about the course I'm doing and I'm still in college.**

Please email [FinSupp@KirkleesCollege.ac.uk](mailto:FinSupp@KirkleesCollege.ac.uk) with your full name and date of birth. The Financial Support office will then send you a letter confirming that you are studying in College.

**I cannot open coursework that my tutor has sent to me, I don't have Microsoft Office installed or are using a Linux system?**

Here is a video guide to install Office on your home PC from Office365 – [Student Guide - How to Install Office on your home PC](#)

**If you are using a Linux system:**

You can download a free Linux version of office called open office that will allow you to open the document. Download a free Linux version of office here - <https://www.openoffice.org/>

**I am on the 1st year of a 2 year course, how am I going to catch up with the learning I will have missed?**

We are working out various options to deal with this however in the meanwhile, your tutors are working really hard to ensure your learning continues, therefore, it is extremely important that you continue to engage with your tutor

Please be assured that you will not be disadvantaged by the impact of this situation.

**I had an appointment for an Exam Access Arrangement assessment, so I could get support in my exams but it has been postponed/canceled. What will happen next? Will I still be assessed as I may need support for exams in the future? Why cannot I be assessed remotely?**

We have been consulting the JCQ (Joint Council of Qualifications) and SASC (SpLD Assessment Standards Committee) who set out the guidelines for the exam access arrangement assessments.

Unfortunately it is not possible to deliver exam access arrangement assessments remotely. Some of the key considerations that have been looked at are test confidentiality, data protection, safeguarding and assurance of best practice. We will continue to monitor any updates and should there be a possibility we will look into delivering the tests remotely.

Once the government relaxes the social distancing guidelines for Colleges, assessments will be rescheduled, we will ensure that any student who has up-coming examinations and was booked in for an assessment, is prioritised so that they get the support they need for their exams.

**I need to contact my tutor but do not have their contact details. Please can you help me get in touch with them?**

Please email [info@kirkleescollege.ac.uk](mailto:info@kirkleescollege.ac.uk) telling them what course's tutor you need to get in touch with, and they will ensure they connect you to your tutor.

## **Glossary**

**Ofqual** - The Office of Examination Qualifications and Regulation (Ofqual) regulates qualifications, examinations and assessments.

**Awarding Organisation** - Is an examination board which is recognised by Ofqual and sets examinations and awards qualifications for example City & Guilds.

**Vocational qualification** – Practical qualifications relating to a job sector or career, often the main study programme but can also be a short stand-alone qualification.

**BTEC Qualifications** – these are vocational qualifications that are offered by the Pearson Awarding Organisation for a wide range of sectors.

**ESOL**– English for Speakers of Other Languages - qualifications support learners whose first language is not English

**Functional Skills Qualifications** – These are Maths, English and ICT qualifications ranging from Entry Level 1 to Level 2