



**Coimisiún na Scrúduithe Stáit**  
**State Examinations Commission**

**LEAVING CERTIFICATE 2021**

**CANDIDATE INFORMATION GUIDE 5**

**A Guide to your Appeal Results and Post  
Appeal Processes**

October 2021

## Contents

<i>Introduction .....</i>	<i>3</i>
<i>Candidate Self Service Portal, Help and Support.....</i>	<i>3</i>
<i>Accessing your Appeal Results .....</i>	<i>4</i>
<i>Post Appeals Processes .....</i>	<i>5</i>
<i>Ombudsman and Ombudsman for Children .....</i>	<i>6</i>
<i>Data Protection .....</i>	<i>6</i>

# Introduction

The purpose of this *Candidate Information Guide 5 to Appeal Results and Post Appeal processes* is to provide you with details on how you can access the appeal results as well as providing important information in relation to the post appeal result services.

This is the fifth in a series of Guides about the Leaving Certificate examinations and Accredited Grades processes for 2021.

- Candidate Information Guide 1 – Preparing for Examinations -
- Candidate Information Guide 2 – A short guide to the Accredited Grades Data Collection, National Standardisation and Quality Assurance Processes -
- Candidate Information Guide 3 – Results and Appeals
- Candidate Information Guide 4 – Guide to your Examination Results by Subject

Candidates were provided with the option of appealing their Examination grade, their Accredited Grade, or both, on a subject-by-subject basis.

In the processing of the examination appeals, appeals were marked by a different examiner to the examiner who originally marked the work. The appeal examiner considered whether the mark awarded by the original examiner was correct and reasonable, in line with the marking scheme. If it was, the appeal examiner awarded the same mark again. If it was not, the appeal examiner awarded what they considered to be the correct mark. The entire process is subject to extensive quality assurance overseen by the Chief Examiner for each subject.

The Accredited Grades appeals process was a process review focused on looking for errors in the transmission and receipt of candidate data. The scope of the appeal excluded the professional judgment of the school in providing the estimated marks, the design of the statistical model and the application of the national standardisation process. In the Accredited Grades appeals process, checks were undertaken by schools on the forms completed to check that the information was transferred correctly from the forms to the data collection system. This step was subject to further quality assurance and review by the SEC. The SEC also undertook a further stage of checks to ensure that the data was correctly received and transmitted through the systems used in the national standardisation process conducted by the SEC.

## Candidate Self Service Portal, Help and Support

The Leaving Certificate Candidate Self Service Portal (CSSP) is a service provided by the State Examinations Commission (SEC) for candidates entered for the 2021 Leaving Certificate. The CSSP is a one-stop-shop for a range of online services to candidates. To login to access your appeal results you will require your Examination Number and the password you created when you registered through the Portal.

**The SEC Candidate helpline will be available at 1800 111 135 or 1800 111 136 from 9 am to 4 pm from Friday 8 October including the weekend of Saturday 9 and Sunday 10 October.** Outside of these hours, queries may be e-mailed to [candidateportal@examinations.ie](mailto:candidateportal@examinations.ie)

You will be accessing your appeal results on the Candidate Self Service Portal. Schools have been provided with a summary report on the appeal results and will not have printed copies of the individual appeal statement of results for distribution to candidates.

The SEC may contact you by text, email or phone using the contact details you registered with on the Candidate Self Service Portal. Emails from the SEC will issue from [stateexamscommission@phonovation.com](mailto:stateexamscommission@phonovation.com) or from other e-mail addresses ending in @examinations.ie. SMS text messages from SEC will issue from State Exams

## Accessing your Appeal Results

The results of the 2021 Leaving Certificate Appeals will be available to you through the Candidate Portal on [www.examinations.ie](http://www.examinations.ie) and [www.gov.ie/leavingcertificate2021](http://www.gov.ie/leavingcertificate2021) from 10 am today Friday 8 October.

Candidates were provided with the option of appealing their examination grade, their Accredited Grade, or both, on a subject-by-subject basis. In the processing of the appeals, as in the processing of the results, candidates are being provided with the highest result they achieved between the examinations and the Accredited Grades.

The Candidate Self Service Portal has been updated to reflect the outcomes of the appeals process for both Examinations and Accredited Grades.

When you log in to the CSSP you will see the following 3 tabs:

1. **Final Grades** This shows you the overall appeal outcome for each subject which you have appealed. This outcome has been determined by the highest result you have achieved in either your Accredited Grade or Examinations appeal, or the result you received on 3 September. Please be advised that you may have received an upgrade in your Accredited Grade or Examination appeal but this may not have resulted in an overall upgrade in your final outcome
2. **Accredited Grades** -If you applied for an appeal of an Accredited Grade you will see the outcome of this appeal here.
3. **Examination Grades** - If you applied for an appeal of a Examination grade you will see the outcome of this appeal here.

There are three possible outcomes in the appeals process which are denoted on the CSSP, beside each of your appealed subjects, as follows:

- **Upgrade (U):** This where there has been an increase in the original marks awarded which results in a higher grade.

- **No grade change (N):** This is where the original marks have not changed or have not change sufficiently to alter the original grade awarded. Any changes to the marks will be reflected on the Portal.
- **Downgrade (D):** This is where there has been a decrease in the original marks awarded which results in a lower grade

You can view your appeal outcomes and if you have received an upgrade to your final results you will also be able to print an updated statement of your results.

Please be advised that the Final Grade and Provisional Statement of results has only been updated where the appeal result outcome is better than the result that was issued to you on the 3<sup>rd</sup> September. In these cases the results have been transmitted to the Central Applications Office.

**You should note that it is an offence, under the terms of the Education Act 1998, to alter any record containing Leaving Certificate results or make use of any such record knowing that the results are false.**

## Post Appeal Processes

### Examinations

You are afforded the option of viewing scripts which were the subject of an appeal. If you wish to avail of this option you must download the application form [here](#) and return it by email to [candidateportal@examinations.ie](mailto:candidateportal@examinations.ie) by **5pm, Monday 11<sup>th</sup> October**.

This is the only opportunity you will have to review remarked scripts. If you apply to view your scripts you will be provided with further instructions as to how and when you can view your script(s) noting that this will be facilitated digitally.

You do not have to view your remarked scripts to access the Independent Appeals Scrutineers. You may refer your examination appeal to the Independent Appeal Scrutineers (IAS) for Examinations by downloading the application form [here](#) and returning it by email to [candidateportal@examinations.ie](mailto:candidateportal@examinations.ie). The deadline for applying to the IAS is **5pm on Friday 22 October**.

The function of the Independent Appeals Scrutineers for examinations is to ensure that all of the examinations appeals processes outlined by the SEC have been carried out correctly. Independent Appeals Scrutineers are independent of the SEC. A Scrutineer will have the power to request all documentation in relation to a candidate's appeal to establish that procedures were properly carried out. It is not necessary for a candidate to have viewed their remarked script in order to make an application to the Independent Appeals Scrutineers.

The IAS are not in a position to re-mark scripts or comment on the actual allocation of marks. However as part of their review they can request the advice of the Chief Examiner for that subject to ensure that they are satisfied that all procedures have been carried out correctly.

## Accredited Grades

If you are unhappy with the outcome of your appeal of an Accredited Grade you may refer your appeal to a panel of Independent Appeal Scrutineers (IAS) for Accredited Grades by downloading the application form [here](#) and return it by email to [candidateportal@examinations.ie](mailto:candidateportal@examinations.ie). The deadline for applying to the IAS is **5pm on Friday 22 October**.

The function of the Independent Appeals Scrutineers for Accredited Grades is to ensure that all of the Accredited grades appeals processes outlined by the SEC have been carried out correctly. This is a completely separate process, with separate appeals officers, to the Independent Appeal Scrutineers for examination results. In relation to the Accredited Grades, the IAS will check to ensure the correct procedures were followed throughout the process. The process for the appeal of an Accredited Grade is a process review focused on looking for errors in the transmission and receipt of student data. The scope of the appeal excludes the professional judgment of the school in providing the estimated marks and the process of standardisation. These aspects of Accredited Grades are not open to appeal.

**NB. There are entirely separate application processes for the IAS for Accredited Grades and the IAS for the Examinations.**

## Ombudsman and Ombudsman for Children

If you consider your case was not processed correctly you may make a complaint to the Office of the Ombudsman, or if you are under 18 years of age, the Ombudsman for Children. It is expected that all other appeal processes have been explored before bringing a complaint in relation to an appeal.

## Data Protection

GDPR lays out responsibilities for organisations to ensure the privacy and protection of personal data. Data Protection is an EU fundamental right for all individuals. All organisations that collect, control or process personal data are required under law to make sure that the data they collect is obtained fairly, stored securely and retained for no longer than is necessary. Therefore you have a responsibility in how you manage personal data and must ensure that all documentation that contains personal data is stored securely and only used for the purpose it was obtained. Access to all documentation should be restricted to authorised staff only.