



Monday 10 August, 2020

Dear student,

I hope you are enjoying the sunshine and warm weather so far this summer. I am sure you will have noticed media reports over the weekend regarding this week's publication of results. It felt timely to write to you and remind you of how to access your results on Thursday and let you know what support will be available to you on the day. It is important to note that we are asking you not to come on-site in the first instance, but will be operating a virtual helpdesk from 8am (details below): we appreciate this has been an unsettling time but would like to reassure you that there will be lots of specialist support available both on the day and in the weeks following, if you need it.

PLEASE NOTE – Many of the links on the website and virtual helpdesk are still being updated over the next two days, so please check these from Wednesday afternoon for final information.

For the most recent Government Guidelines and Student Guide, I would draw your attention to this Department for Education link for those receiving results this summer, which may offer some answers and reassurance to your initial questions in advance of Thursday: [Government publications student guide to post 16 qualification results summer 2020](#).

Postponement of 'lockdown leavers' celebration on-site

As you will no doubt be aware, Results Day was also scheduled to be an opportunity for our "Lockdown Leavers" on-site celebration. Unfortunately, due to the continued Government restrictions on larger social gatherings, announced on Friday 31 July, we are having to postpone this element of Results Day. **We hope to be able to offer some virtual activities from the SU, so please do follow us on social media <https://www.instagram.com/bhasvic.su/> and watch this space for further information.** If lockdown restrictions and the local context looks more favourable, we still hope to be able to invite ex-students on-site for a final celebration at some point in the future.

Accessing your results on Thursday 13 August

The information which follows, reminds you of the process for accessing your results, as well as where to find additional help and advice if you need it. It will also be available on the front page of BHASVLE.

You should be aware that Student Advantage will be temporarily unavailable from 4pm on Wednesday 12 August in order for us to upload exam results information overnight. **Therefore, you should check that your [Student Advantage log-in](#) before 4pm on Wednesday 12 August.** If you have difficulties logging in, please contact cis@bhasvic.ac.uk.

Key Information

- **Results Day for A/AS level, BTEC/level 3 is Thursday 13 August 2020.** Results will be available **online from 8am** via your **Student Advantage** account.
- Due to COVID-19, it will **not be possible to collect results slips in person** on results day; they will be posted to your home address to arrive ASAP. Information on how to proceed with requests for further information on grade awarding and/or sitting the exam in the Autumn series will be included in the post with your results. Please also see the [Exams page of our website](#), for the most up-to-date information on results and appeals.
- Published results for all linear A levels are final grade only. If you require further information on how your centre-assessed grade has been calculated and the rank order, please first read our [FAQs on Grade Awarding and Exam Results on the Covid-19 section of our website](#). Having read this section, if your query is still not resolved, **submit an online referral** via our virtual [Results Day Helpdesk](#) (This is accessed via Microsoft TEAMS and you will need to log-in using your BHASVIC e-mail. If you need help accessing this, contact ithelpdesk@bhasvic.ac.uk. You will also be able to find the link on the front page of BHASVLE. **These requests for centre-assessed grades may take some time to process, so priority will be given to anyone who needs this information to confirm university, apprenticeship or other similar offers.**
- **Please be aware that teachers and tutors are still on holiday, so are not expected to check e-mails or respond;** however, Heads of Faculty, Careers Advisers, Guidance Managers, and the Examinations Office are all available to offer help, advice and guidance throughout August.

How to Access Support on Results Day

IMPORTANT:

We ask that you DO NOT come into college on Results Day, as all our support services are operating virtually this year. Please use the following processes via TEAMS or e-mail to access the support you require.

1. Support with university applications or other progression routes:

Members of the Student Services & Guidance teams will be available from 8am to support students needing information, advice and guidance with any of the following:

- **UCAS** applications and navigating the UCAS system
- **Clearing** – if you do not have an offer from your chosen institutions, this service matches you with a university that still has unfilled places
- **Adjustment** – an optional service for students who meet and exceed the conditions of their firm choice. This service gives you an opportunity to reconsider where and what to study, without losing your secured place
- **Deferral** – delaying your start at university for an academic year
- **Reconsidering progression plans** – investigating other possibilities such as further education, gap years, employment or apprenticeships. This could be in light of your results, or simply because you have changed your mind.



To access this support, **you must submit an online referral** via our virtual [Results Day Helpdesk](#). This is accessed via Microsoft TEAMS and you will need to log-in using your BHASVIC e-mail. If you need help accessing this, contact ithelpdesk@bhasvic.ac.uk. You will also be able to find the link on the front page of BHASVLE. It is very important that you give us as much information as possible in your referral; this will help our advisers to decide which member of the team is best placed to support you. It will also allow us to prioritise those enquiries which are the most urgent. **Once we have received your referral, an adviser will contact you by either phone or email to discuss your question(s) in more detail.** Please make sure you have all relevant information to hand e.g. your results and your UCAS reference if applicable.

2. Support if you have a concern about a grade / grades you have been awarded:

Members of the Exams Office and Heads of Faculty will be available from 9am to support students needing information, advice and guidance with any concerns about a grade you have been awarded or whether to request to sit the Autumn 2020 or Summer 2021 exams in any of your courses. To access this support, **you must submit an online referral** via our virtual [Results Day Helpdesk](#). This is accessed via Microsoft TEAMS and you will need to log-in using your BHASVIC e-mail. If you need help accessing this, contact ithelpdesk@bhasvic.ac.uk. You will also be able to find the link on the front page of BHASVLE. **These requests may take some time to process, so priority will be given to anyone who needs this information to confirm university, apprenticeship or other similar offers.** When we contact you, we will advise on any further appeals process. PLEASE NOTE: the information on '[Arrangements for Appeals](#)' on the [Exams webpage](#) and the FAQs on the [Covid-19 webpage](#).

3. External Support

You can also contact the [National Careers Service Exam Results Helpline](#) on **0800 100 900** for free advice if you've received exam results that weren't as good as you were expecting. The helpline is open from results day until 27 August.

Support After Results Day

There will be a post-results Help Desk, with staff available throughout August for specialist advice on HE applications, apprenticeships, job opportunities and alternative progression options. If you need support after results day, please contact Main Reception (01273 552200) in the first instance, who will direct you to the most appropriate member of staff or if your query is related to UCAS please e-mail: he@bhasvic.ac.uk

GCSE Results Day

- GCSE results are released on Thursday 20 August 2020.
- Results will be available online from 8am.
- Due to COVID-19, it will **not be possible to collect results slips in person** on results day; they will be posted to your home address to arrive ASAP. Information on how to proceed with requests for further information on grade awarding and/or sitting the exam in the Autumn series will be included. Please also see the link to the Exams page of our website, for the most up-to-date information on results and appeals. <https://www.bhasvic.ac.uk/courses/exams>

- Student Services and Guidance teams will be available to offer support and further information, advice and guidance – phone Main Reception (01273 552200) in the first instance, who will direct you to the appropriate member of staff.

BTEC results

- BTEC results can be confirmed by accessing your Student Advantage account and you will need to follow the same processes, outlined above, if you require further information or support on grade awarding or progression routes.

Finally

I trust this provides a reminder of all the information you need in advance of receiving your results on Thursday. As you will see, there is lots of support available for you on Results Day. This day is always a significant milestone, but the current COVID-19 crisis has led to a strange end to your time at college and not one that any of us would have wished for: I sincerely hope that we are able to offer some kind of leaving celebration for you in the future. However, whatever the future holds, please do keep in touch through the BHASVIC alumni network (<https://www.bhasvic.ac.uk/the-college/alumni>). I hope that, in your time here, you have been able to develop skills, and achieve qualifications which will help you to move onto the next stage, positively.

In the meantime, we wish you all the very best for the future.

Kind regards,



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