

## FAQs for Results Release August 2024

We recognise that results release can be a stressful time for both centres and learners and are committed to ensuring advice and guidance is given in order to support this, particularly where learners are progressing to higher education. To ensure that we can help you in a timely manner, please read the below FAQs first to see if your question can be answered before contacting RSL for additional advice.

### 1. When will results be available?

The results will be available on Thursday 8<sup>th</sup> August 2024. The results are issued on the strict understanding that the results files and their contents remain entirely confidential until the student's results day.

### 2. When can we release results to learners?

The embargo on results release is lifted at 8am on the following dates:

**Level 2** – 22<sup>nd</sup> August 2024

**Level 3** – 15<sup>th</sup> August 2024

### 3. What does validation of results mean?

Qualifications are validated following the RSL Assessment Committee. The RSL Assessment Committee is responsible for ensuring the reliability of certification and ratifies the results for all learners who have completed a vocational qualification. The Assessment Committee for learners' certification met in July 2024.

Learner registrations are validated through the <https://cloud.rslawards.com> site.

### 4. Are these results final or could they be subject to further grade adjustment?

The validated results available on the 8<sup>th</sup> August are final results and will not be subject to any further adjustment.

## 5. Where do I find the results?

The easiest way to view validated registrations is:

- Sign in with your usual account to <https://cloud.rslawards.com>
- Hover over your name and select 'Reports' from the dropdown.
- Select 'View' next to 'Validated Learner Registrations.'
- Select the current assessment year in the dropdown and select 'Generate Report.'
- Validated registrations will appear on this page. You can then download a pdf or csv of the results by selecting either the 'Download CSV' or 'Download PDF' buttons.

If learners that you are expecting to see have not been validated, this means that there are issues that mean the learners are not yet able to be certificated. If this is the case, you should have been contacted prior to results day and agreed an action plan, completion of which would result in certification. If this is not the case, please contact us at [vocational@rslawards.com](mailto:vocational@rslawards.com)

## 6. I have looked on the system and it does not say the learners have been certificated. What does this mean?

If you look at the individual learner registrations, all learners at this stage will say 'No' next to certificated as the process of certification in this context refers to the printing of the certificate. To see that learner registrations have been validated, you will need to follow the steps outlined in question 5 above.

## 7. Is it possible to print out a statement of results per learner?

Yes. This year a .zip file that contains a PDF of each learner's statement of results will be uploaded to the Documents section of the cloud.rslawards.com site under the document type 'Statement of Results'. This .zip file will be available to download by the by close of business Friday 9<sup>th</sup> August 2024.

## 8. How are overall qualification grades calculated?

The system automatically calculates the grades based on a formula which can be found within the syllabus documents. Please refer to the individual syllabus documents, which can be found here - <https://www.rslawards.com/vocational/vocational-syllabus/>

## 9. How do we get certificates?

If the results are 'Validated' on the <https://cloud.rslawards.com>, certificates will be posted to the address associated with your centre's rslawards.com site. RSL will be printing and issuing certificates between 26<sup>th</sup> August and 20<sup>th</sup> September 2024, as per the key dates calendar (unless you have contacted us with an alternative date.) Certificates can only be sent to the address associated with the centre on rslawards.com and not to personal addresses. Certificates cannot be sent directly to learners by RSL. Certificates will be sent via recorded delivery and tracking numbers are available on request.

If you know that your centre will be closed between these dates, please contact us via [vocational@rslawards.com](mailto:vocational@rslawards.com) with the date from which your centre will be open and we will delay sending the certificates until this date.

#### **10. Do we need to do anything to get certificates?**

If there are actions needed in order to certificate, you should have been contacted by this stage.

Please check the names your learners have been registered with particularly the 'Name on Certificate' field as this is what will be printed on the certificate. At the moment there is no function to check learners in bulk so learners will need to be looked at individually.

You can view the 'Name on Certificate' field by following these steps:

- Log in with your usual account to <https://cloud.rslawards.com>
- Hover over your name and select 'Learners' from the dropdown.
- Select the current assessment year and then select 'Search.'
- When the list of learners appears, select 'Learner' next to each learner.
- On the next page you will see the learner's details. You need to check the name next to 'Name on certificate' and that this matches what you would like printed on the certificate.
- If the name is incorrect, you can amend this by selecting 'Options' -> 'Edit Learner's Details'
- The next page will allow you to amend the 'Name on Certificate' box. Make sure to select 'Edit Learners Details' at the bottom to save the changes.

Please do this check prior to the validation of results or as soon as possible once having viewed results to best avoid reprint fees.

If certificates are printed with incorrect names, there will be a replacement charge for any reprints.

#### **11. Will UCAS be informed about the grades for Level 3 learners?**

Yes. UCAS will be sent results for validated registrations in line with their published schedule. If the learner cannot see their results via UCAS on this date, please contact UCAS in the first instance. UCAS will contact us directly if there is a problem.

#### **12. The learners want to appeal their result. How do we do this?**

The RSL VQ Appeals Policy can be found on our website here - <https://www.rslawards.com/policies-regulations/> titled '[RSL VQ Complaints, Enquiries and Appeals Policy.](#)' Please note that all appeals must be made within 10 working days of the receipt of results and have been through the centre's internal appeals procedure first.

#### **13. My student wants to discuss their results. How do they do that?**

As an awarding organisation, RSL are unable to speak directly to students. We are only

able to speak to centres, so any queries must come through the centre. Please review our ['RSL VQ Complaints, Enquiries and Appeals Policy.'](#) if the student feels they have grounds for appeal. For any questions about university applications, please speak directly to UCAS.

#### **14. I have a question about something. What is the best way to get in contact?**

- Please use the [vocational@rslawards.com](mailto:vocational@rslawards.com) email address for queries rather than sending them to individual people within the organisation. Please note our turnaround time is 5 working days although we will endeavour to respond more quickly wherever possible.
- If your query is about learner grades that you feel are incorrect, please follow the ['RSL VQ Complaints, Enquiries and Appeals Policy.'](#)
- If you wish to make a formal complaint, please follow our [Complaints Policy](#) which can be found here - <https://www.rslawards.com/about-us/policies-regulations/> Please note that this will not impact results or grades. If you wish to appeal a grade, please follow the RSL VQ Complaints, Enquiries and Appeals policy. Complaints are a customer service function whereas Appeals are an academic function.

If your question cannot be answered by the above and you need to contact RSL directly, please be aware of the following:

- Due to the nature of results day, we will be receiving a higher volume of phone calls and emails than normal which means that you may find it harder to speak to a member of staff immediately. Please be patient and we will support you as soon as possible.
- If you are contacting via email, please send **one** email with all queries within it to ensure we can track all your questions. If queries are split across emails, there is potential that you may not receive all responses in one go. Please also include as much detail as possible in the email to enable us to help with your query including the name of your centre and full name of the learner you are querying. Please send email queries to [vocational@rslawards.com](mailto:vocational@rslawards.com) rather than individuals within the organisation.
- If you are contacting via phone, we may not be able to answer your query straight away. In this instance, we will take as much information as possible and provide you with a time frame for when you will receive a response.
- Please note that while we understand this is a stressful time for both centres and learners, verbal and/or written abuse will not be tolerated and may be reported back to the senior leadership team within the centre.
- We do not have the ability to make any changes to grades over the phone. If you feel a mistake has been made, please follow the appropriate formal appeals process (see above.)

**We hope all learners enjoy a happy results day and wish them the best of luck in their future endeavours.**