



Leaving Cert Results 2020 – Helpline Support & Appeals Process

Helpline Support:

There are a number of support options provided by the Department of Education. This information has been taken from

- The Leaving Certificate student helpline, at **1800 265 165**, which is provided by the National Parents Council post-primary will be available from 11.00 am on 7 September for students to reach a guidance counsellor with any queries that they may have. This helpline will operate until 16 September after the CAO first round offers and is staffed by qualified guidance counsellors. Further details can be found at <https://www.npcpp.ie/leaving-cert-helpline>
- HSE/HSE-funded service providers will be available to support students through the provision of e-mental health services.
<https://www2.hse.ie/wellbeing/mentalhealth/covid-19/minding-your-mental-health-during-the-coronavirus-outbreak.html>
- Wellbeing resources developed by the National Educational Psychological Service are available at www.gov.ie/leavingcert
- CGEO Student Helpline will be available at **1800 111135 or 1800 111136** from 9.00 am to 4.00 pm from Monday 7 September to Wednesday 16 September. Outside of these hours queries may be e-mailed to lcsupport2020@education.gov.ie. **Please note this helpline is provided for queries relating to the Calculated Grades results only and cannot provide advice on any other matters.**
- CAO Support: Information available from the Central Applications Office (CAO) at www.cao.ie

Appeals:

Students dissatisfied with the grade achieved will have access to an appeals process. The appeals process will be an administrative process and students may not appeal against the information provided on their behalf by the school, as these have already been subjected to an in-school alignment process and oversight by the school principal.

Students may lodge an appeal through the student portal between 9.00 am on Monday 14 September to 5.00 pm on Wednesday 16th September.

Stage1: Checks will be undertaken to ensure that the intended information was recorded correctly by the school on the relevant forms and that the information was transferred correctly from the forms to data collection system.

Stage 2: There will be a review to ensure that the data was correctly received and processed through the national standardisation process conducted by the Department. Data checks will include a check to ensure that the rank order of the class group for the subject and level taken has been preserved in the standardisation process and that students placed on the same school-estimated mark in the same subject and at the same level taken by the school are conferred with the same calculated mark conferred by the Department.

Students dissatisfied with the outcome of the appeals process can seek further review by Independent Appeal Scrutineers. Stages 1 and 2 will be undertaken on foot of the initial application by the student.

Stage 3: will be a separate process which can be invoked by any student dissatisfied by the outcome of the initial appeal. Students who feel that their case has not been processed correctly can make a complaint to the Ombudsman or, in the case of students under 18 years of age, the Ombudsman for Children. All students will have the opportunity to sit the postponed Leaving Certificate Examinations which are scheduled to begin on 16th November subject to public health advice.

This information has been taken from: https://www.education.ie/en/Circulars-and-Forms/Active-Circulars/cl0059_2020.pdf