

What to do if you do not get the result/s you were hoping for

If you didn't get the result/s you were hoping for, please do speak to us. Below is a number of different ways you can contact us so we can support you with your next steps.

Our support services are available from 8.30am until 5pm Monday to Thursday and 8.30am until 4.30pm on Friday.

Below are several different ways you can contact us so we can support you with your next steps.

- The Exams Team are available to advise and support you with your next steps. You can contact them on 01227 811314 or 01227 811370 or email ExamsCant@eastkentcollege.ac.uk.
- Our Information, Advice and Guidance (IAG) team is also available at the times above and will be able to advise on the different options and courses available. The team can be contacted on iag@eastkent.ac.uk.
- For wellbeing and support, please contact Vicki Smith on 01227 811113 or email Vicki.Smith@eastkent.ac.uk.

If you would like to contact the Head of the Department you have applied for their contact details are as follows:

Accounting, Business & Travel	Sarah.Stewart@eastkent.ac.uk
Animal & Land-Based	Robert.Pickup@eastkent.ac.uk
Building Services	Gregor.Macgregor@eastkent.ac.uk
Construction	Dane.Simonds@eastkent.ac.uk
Early Years & Health & social Care	Vernon.Kearl@eastkent.ac.uk
Engineering & Automotive	Paul.Lewis@eastkent.ac.uk
English	Nicola.Faulkner@eastkent.ac.uk
Hair, Beauty, Catering and Theatrical Makeup	Anna.Mccreadie@eastkent.ac.uk
Maths	Robert.Roy@eastkent.ac.uk
Media	Zoran.Tesic@eastkent.ac.uk
Music & Performing Arts	Ian.Mollatt@eastkent.ac.uk
Safeguarding & wellbeing	Vicki.Smith@eastkent.ac.uk
Sport & Public Services	Emma.Smith@eastkent.ac.uk
Science & Computing	Maggie.Rickerby@eastkent.ac.uk
Visual Arts	Ben.Kidger@eastkent.ac.uk

Other ways to get support

Talking to family and friends about your options is beneficial.

The following guidance is also very helpful in supporting you if you are worried about your results.

Exam Results by Childline <https://www.childline.org.uk/info-advice/school-college-and-work/school-college/exam-results/>

The following services are available to talk to you and support you and are available 24 hours a day:

- **Childline** 0800 1111 <https://www.childline.org.uk/>
- **Samaritans** 116 123 <https://www.samaritans.org/>
- **The Mix** 0808 808 4994 <https://www.themix.org.uk/get-support/speak-to-our-team/crisis-messenger> If you're in crisis and need to talk, text **THEMIX to 85258**
- **Young Minds Messenger** text service provides free, 24/7 crisis support across the UK. If you are experiencing a mental health crisis and need support, you can text YM to **85258**. This is a free and confidential service

Re-sits

If you feel that your GCSE calculated grade doesn't accurately reflect your performance, you may have the opportunity to re-sit an exam in the autumn series.

Remember it's not failure, its unfinished success!

'Ralph Marston'