



Qualifications and
Curriculum Authority



Llywodraeth Cynulliad Cymru
Welsh Assembly Government



Rewarding Learning

Enquiries about results and appeals

Report on the summer 2007 GCSE and A level examinations series

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Introduction

This is a report on enquiries about results and appeals made to awarding bodies for the summer 2007 GCSE and A level examinations series. The report summarises the performance of the five awarding bodies offering these qualifications in England, Wales and Northern Ireland:

- Assessment and Qualifications Alliance (AQA)
- Council for the Curriculum, Examinations and Assessment (Northern Ireland) (CCEA)
- Edexcel
- Oxford, Cambridge and RSA Examinations (OCR)
- Welsh Joint Education Committee (WJEC).

The awarding bodies provide the regulators in England (Qualifications and Curriculum Authority; QCA), Wales (Department for Children, Education, Lifelong Learning and Skills; DCELLS) and Northern Ireland (CCEA) with statistical data on enquiries about results and appeals.

The report:

- details the processes and 2007 reporting arrangements for enquiries about results and appeals
- provides data for the five awarding bodies in terms of the three common services for enquiries about results and the two stages for appeals
- provides data on the performance of each awarding body.

Awarding bodies submit the final data to the regulators.

The enquiries about results and appeals process

Enquiries about results

Every year, for the five GCSE and A level awarding bodies, the Joint Council for Qualifications (JCQ) publishes information and guidance for centres on making use of the post-results service for the relevant summer examinations series.

Candidates receive the results of their summer examinations in August. If an examination centre (usually a school or college) is concerned about a candidate's grade, it can ask the awarding body to investigate the grade. Candidates cannot ask awarding bodies to investigate; they must ask through their centre. This is because centres have responsibility for entering candidates for examinations. Private candidates are an exception; they can ask the awarding body directly.

If the investigation shows that marking or processing errors have been made and the candidate's grade is incorrect, the awarding body will adjust the grade to the correct level. Since 2001 grades have been adjusted downwards as well as upwards.

Each awarding body offers three post-results services for reviewing and checking examination scripts and coursework.¹ These are common to all awarding bodies and comprise:

- Service 1: a clerical re-check for an individual candidate
- Service 2: a post-results review of marking for an individual candidate
- Service 3: a re-moderation of coursework with feedback.

The regulators annually review the deadlines by which awarding bodies must notify centres and candidates about the outcomes of enquiries.

Service 1: a clerical re-check for an individual candidate

The awarding body checks the script to make sure that every question has been marked and that the total number of marks awarded for each paper is correct. It provides a statement of the marks awarded for each part of the examination for the candidate. Centres must request this service by 20 September. The deadline by which awarding bodies must notify centres about the outcome of enquiries about results for Service 1 is 20 calendar days.

¹ The deadlines for completion of these services are in the *GCSE, GCE, GNVQ and AEA code of practice*, April 2007 (QCA/07/3082).

Service 2: a post-results review of marking for an individual candidate

A second examiner (wherever possible, one not involved in the original marking) reviews the marking of the first examiner to make sure that the authorised mark scheme has been applied reliably. This process may also be called a 're-mark'. The awarding body also does a full clerical re-check (Service 1).

There are two levels of priority for Service 2:

- non-priority – centres must request this by 20 September
- priority – centres can request this if the candidate's place at a further or higher education college depends upon the outcome of an enquiry about results. Requests for a priority level Service 2 enquiry must be submitted within eight calendar days of the result being issued.

The deadline by which awarding bodies must notify centres about the outcome of enquiries about results for Service 2 is 35 calendar days at non-priority level and 20 calendar days at priority level.

Service 3: a re-moderation of coursework with feedback

Service 3 is not available for individual candidates.

The awarding body re-moderates a centre's coursework marks and provides feedback on the centre's assessment of the coursework. This service must be requested by 20 September. The deadline by which awarding bodies must notify centres about the outcome of enquiries about results for Service 3 is 40 calendar days.

Appeals

If a centre has gone through the enquiries about results process and is still dissatisfied with the outcome, it can appeal to the awarding body.

A centre must make an appeal within 14 calendar days of receiving the outcome of the enquiry.

There are two stages in the appeal process:

- Stage 1 – a review of the case by a senior member of the awarding body who has not been involved previously with the particular case.
- Stage 2 – a presentation of the case to an appeals panel. The awarding body convenes the panel. It will comprise at least three members, one of whom must be independent (ie someone who is not, and has not been, a member of the awarding body's board or committees, or an

employee or examiner at the awarding body, at any time during the previous seven years). A centre can take the appeal to Stage 2 only after going through Stage 1.

Appeals must be completed within 50 working days of being lodged with the awarding body.

If a centre is dissatisfied with the outcome of the Stage 2 appeal it can apply for a hearing to the Examinations Appeals Board (EAB), which is independent of the awarding bodies and the regulators.

The summer 2007 examinations series data

There were relatively few enquiries about results and appeals, compared with the number of overall entries.

Enquiries about results

The entry figures in the tables on the following pages were provided by the awarding bodies.

- GCSE data include GCSE short course and applied GCSE data. However, the number of GCSE short course unit entries is usually less than one per cent of total GCSE unit entries.
- A level data include GCE and applied GCE data.

The awarding bodies and regulators have a formal and agreed schedule for reporting on enquiries about results and appeals.

The awarding bodies submitted data to the regulators on a weekly basis during the 2007 post-results period. The data in the following tables are from those submissions.

Total entry

Qualification	AQA	Edexcel	OCR	CCEA ²	WJEC	Total
GCSE (subject entry)	2,870,355	1,354,285	1,228,717	177,624	520,095	6,151,076
A level (subject entry)	868,367	549,584	570,610	20,788	110,866	2,120,215
A level (unit entry)	2,692,360	1,856,817	1,720,901	137,081	364,867	6,772,026

Service 1³

	AQA	Edexcel	OCR	CCEA	WJEC	Total
GCSE (subject entry)	2,870,355	1,354,285	1,228,717	177,624	520,095	6,151,076
Enquiries received (% of total subject entry)	337 (0.012)	327 (0.024)	452 (0.037)	5 (0.003)	81 (0.016)	1,202 (0.020)
Enquiries completed within deadline (% of enquiries received)	337 (100)	327 (100)	452 (100)	5 (100)	81 (100)	1,202 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	24 (7.12)	3 (0.92)	59 (13.05)	0 (0)	3 (3.70)	89 (7.40)
A level (unit entry)	2,692,360	1,856,817	1,720,901	137,081	364,867	6,772,026
Enquiries received at unit level (% of total unit entry)	227 (0.008)	161 (0.009)	388 (0.023)	16 (0.012)	26 (0.007)	818 (0.012)
Enquiries completed within deadline (% of enquiries received)	227 (100)	161 (100)	388 (100)	16 (100)	26 (100)	818 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	8 (3.52)	5 (3.11)	15 (3.87)	0 (0)	3 (11.54)	31 (3.79)

² In previous reports (pre-summer-2006 reporting) CCEA GCSE (subject entry) figures included unit entries.

³ In 2005 the deadline for this service was reduced from 40 calendar days to 20 calendar days.

Service 2: non-priority level⁴

	AQA	Edexcel	OCR	CCEA	WJEC	Total
GCSE (subject entry)	2,870,355	1,354,285	1,228,717	177,624	520,095	6,151,076
Enquiries received (% of total subject entry)	34,629 (1.206)	14,983 (1.106)	15,821 (1.288)	3,626 (2.041)	2,677 (0.515)	71,736 (1.166)
Enquiries completed within deadline (% of enquiries received)	34,629 (100)	14,983 (100)	15,821 (100)	3,616 (99.72)	2,677 (100)	71,726 (99.99)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	8,007 (23.12)	3,460 (23.09)	2,641 (16.69)	875 (24.13)	544 (20.32)	15,527 (21.64)
A level (unit entry)	2,692,360	1,856,817	1,720,901	137,081	364,867	6,772,026
Enquiries received at unit level (% of total unit entry)	18,874 (0.701)	13,949 (0.751)	12,610 (0.733)	1,494 (1.090)	1,111 (0.304)	48,038 (0.709)
Enquiries completed within deadline (% of enquiries received)	18,874 (100)	13,949 (100)	12,610 (100)	1,494 (100)	1,111 (100)	48,038 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	2,620 (13.88)	1,302 (9.33)	958 (7.60)	128 (8.57)	138 (12.42)	5,146 (10.71)

Service 2: priority level

	AQA	Edexcel	OCR	CCEA	WJEC	Total
A level (unit entry)	2,692,360	1,856,817	1,720,901	137,081	364,867	6,772,026
Enquiries received at unit level (% of total unit entry)	3,128 (0.116)	2,995 (0.161)	2,782 (0.162)	519 (0.379)	186 (0.051)	9,610 (0.142)
Enquiries completed within deadline (% of enquiries received)	3,128 (100)	2,995 (100)	2,782 (100)	517 (99.6)	186 (100)	9,608 (100.0)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	490 (15.66)	280 (9.35)	206 (7.40)	92 (17.73)	22 (11.83)	1,090 (11.34)

⁴ In 2005 the deadline for this service was reduced from 40 calendar days to 35 calendar days.

Service 3

	AQA	Edexcel	OCR	CCEA	WJEC	Total
GCSE (subject entry)	2,870,355	1,354,285	1,228,717	177,624	520,095	6,151,076
Enquiries received (% of total subject entry)	796 (0.028)	425 (0.031)	278 (0.023)	9 (0.005)	14 (0.003)	1,522 (0.025)
Enquiries completed within deadline (% of enquiries received)	796 (100)	425 (100)	278 (100)	9 (100)	14 (100)	1,522 (100)
A level (unit entry)	2,692,360	1,856,817	1,720,901	137,081	364,867	6,772,026
Enquiries received at unit level (% of total unit entry)	687 (0.026)	445 (0.024)	245 (0.014)	5 (0.004)	3 (0.001)	1,385 (0.020)
Enquiries completed within deadline (% of enquiries received)	687 (100)	444 (99.8)	245 (100)	5 (100)	3 (100)	1,384 (99.9)

Appeals**Stage 1 and Stage 2 appeals**

	AQA	Edexcel	OCR	CCEA	WJEC	Total
Stage 1 appeals received	126	288	257	8	1	680
Stage 2 appeals received	14	13	28	0	0	55
Stage 2 appeals completed within 50 working days (%)	7 (50)	8 (62)	12 (43)	0 n/a	0 n/a	27 (49)
Appeals that resulted in a change to an overall grade	10	30	26	4	0	70

Data by awarding body

AQA

Enquiries about results

Total subject entries: GCSE 2,870,355; A level 868,367				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	337	337	24
	A level	227	227	8
Service 2: non-priority	GCSE	34,629	34,629	8,007
	A level	18,874	18,874	2,620
Service 2: priority	A level	3,128	3,128	490
Service 3	GCSE	796	796	n/a
	A level	687	687	n/a

Data source: Awarding body data exchange submitted 08/02/2008

Appeals

Service	Received	% completed within 50 working days	Total appeals that resulted in a change to an overall grade
Stage 1	126	n/a	10
Stage 2	14	50	

Data source: Awarding body data exchange submitted 22/02/2008

Edexcel

Enquiries about results

Total subject entries: GCSE 1,354,285; A level 549,584				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	327	327	3
	A level	161	161	5
Service 2: non-priority	GCSE	14,983	14,983	3,460
	A level	13,949	13,949	1,302
Service 2: priority	A level	2,995	2,995	280
Service 3	GCSE	425	425	n/a
	A level	445	444	n/a

Data source: Awarding body data exchange submitted 02/02/2008

Appeals

Service	Received	% completed within 50 working days	Total appeals that resulted in a change to an overall grade
Stage 1	288	n/a	30
Stage 2	13	62	

Data source: Awarding body data exchange submitted 25/02/2008

OCR**Enquiries about results**

Total subject entries: GCSE 1,228,717; A level 570,610				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	452	452	59
	A level	388	388	15
Service 2: non-priority	GCSE	15,821	15,821	2,641
	A level	12,610	12,610	958
Service 2: priority	A level	2,782	2,782	206
Service 3	GCSE	278	278	n/a
	A level	245	245	n/a

Data source: Awarding body data exchange submitted 06/02/2008

Appeals

Service	Received	% completed within 50 working days	Total appeals that resulted in a change to an overall grade
Stage 1	257	n/a	26
Stage 2	28	43	

Data source: Awarding body data exchange submitted 27/02/2008

CCEA

Enquiries about results

Total subject entries: GCSE 177,624; A level 20,788				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	5	5	0
	A level	16	16	0
Service 2: non-priority	GCSE	3,626	3,616	875
	A level	1,494	1,494	128
Service 2: priority	A level	519	517	92
Service 3	GCSE	9	9	n/a
	A level	5	5	n/a

Data source: Awarding body data exchange submitted 07/12/2007

Appeals

Service	Received	% completed within 50 working days	Total appeals that resulted in a change to an overall grade
Stage 1	8	n/a	4
Stage 2	0	n/a	

Data source: Awarding body data exchange submitted 22/02/2008

WJEC**Enquiries about results**

Total subject entries: GCSE 520,095; A level 110,866				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	81	81	3
	A level	26	26	3
Service 2: non-priority	GCSE	2,677	2,677	544
	A level	1,111	1,111	138
Service 2: priority	A level	186	186	22
Service 3	GCSE	14	14	n/a
	A level	3	3	n/a

Data source: Awarding body data exchange submitted 09/11/2007

Appeals

Service	Received	% completed within 50 working days	Total appeals that resulted in a change to an overall grade
Stage 1	1	n/a	0
Stage 2	0	n/a	

Data source: Awarding body data exchange submitted 25/02/2008

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