

Statistical Release

Enquiries about Results for GCSE and A level:

Provisional Statistics for Summer 2014 Exam Series

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Key points

This release provides information on the provisional number of enquiries about results made for GCSE, AS and A level qualifications in England, Wales and Northern Ireland, during the summer 2014 exam series. It also provides data on the number of resulting qualification grade changes. All figures are based on provisional data received at the end of September 2014 and like-for-like data for previous years.

The key findings for this release are as follows:

- The number of scripts marked has increased by 18 per cent (13.3 million to 15.7 million), but the number of qualification grades awarded went down 2 per cent (8.3 million to 8.1 million) compared with last year.
- The number of grades changed as a result of an enquiry is less than 1 per cent (0.56 per cent) of all GCSEs and A levels.
- There was a 48 per cent increase in the number of enquiries to 450,500 with GCSEs increasing by 56 per cent (305,400) and A levels by 34 per cent (145,150).
- The clerical check of marking service enquiries rose by 42 per cent to 2,800 and the number of grade changes were less than 50.
- The review of marking service had 443,950 enquiries – an increase of 48 per cent from 2013. The number of grade changes increased by 20 per cent to 43,500. The proportion of grades challenged resulting in a grade changed has increased for GCSE to 20.2 per cent (19.3 per cent in 2013) but was stable for A level at 20.5 per cent (20.4 per cent in 2013).
- The review of moderation service had 3,800 enquiries, an increase from 3,150 in 2013. The number of grade changes decreased from 3,400 in 2013 to 1,950. The proportion of grades challenged that were changed is lower than it was last year (from 10.5 per cent in 2013 to 8.7 per cent in 2014).

Introduction

This statistical release, published on behalf of the qualifications regulators for England, Wales and Northern Ireland, presents provisional data on enquiries about results made to exam boards for the summer 2014 GCSE, AS and A level exam series, as of the end of September or beginning of October each year.¹ A further publication reporting the final enquiries about results figures will be released in December 2014.

If a school or college is concerned about the marking of a candidate's exam paper (or the moderation of a sample of coursework or controlled assessment), it can ask the exam board to investigate the marking, with the candidate's consent. This is known as an enquiry about results. As an enquiry relates to a single component of a qualification more than one enquiry may relate to one qualification (for example a school might submit an enquiry for two separate exam papers leading to one qualification). Further information on the enquiries about results process and the different services available can be found in background notes on page 14.

Six exam boards have offered GCSE, AS and A level qualifications in England, Wales and Northern Ireland² over the last five years:

- AQA
- Council for the Curriculum, Examinations and Assessment (CCEA)
- International Curriculum & Assessment Agency (Examinations) (ICAA(E))
- Oxford Cambridge and RSA Examinations (OCR)
- Pearson
- WJEC.

If a school or college has gone through the enquiries about results process and is still dissatisfied with the outcome, it can make an appeal to the exam board. A report presenting the data on appeals for the summer 2014 exam series will be published in March 2015.

¹ The data are as of the 5th October 2010, the 4th October 2011, the 2nd October 2012, the 1st October 2013 and the 30th September 2014.

² The figures represented in this report are for all GCSEs, AS and A levels, although the majority are taken in England, Wales and Northern Ireland.

These figures are provisional and, as such, should **not** be interpreted as complete. A school or college had up to the 20th September 2014 to submit an enquiry and the exam boards have up to 40 calendar days to complete their investigations. These figures are provisional, as of the end of September, and therefore a large number of enquiries will still not be complete. The provisional figures will provide a good indicator of the number of enquiries and qualification grades challenged (although slight changes in the final figures are expected). However, the number of grades changed are likely to be different in the final publication, especially for service 3 where the exam boards have 40 calendar days instead of 30 (for service 1 and 2) to conduct their investigations.

In this release, AS figures are included in the figures reported for A level, since AS is a subset of the A level qualification.

Your feedback is valued and further information on how to provide this is given in the 'Your feedback' section (see page 18).

Note that the figures within this commentary have been rounded to the nearest 50.

Tables are in the appendix at the back of this release.

Key statistics

Figure 1: Key statistics

		Enquiries (all)	Qualification grade challenged (all services)	Qualification grade changed (all services)	% of qualification grades challenged that were changed	Number of qualifications awarded	% of total qualification grades changed
GCSE	2013	196,100	143,050	25,300	17.7%	5,872,050	0.43%
	2014	305,400	156,800	29,500	18.8%	5,687,100	0.52%
	% change	55.7%	9.6%	16.7%		-3.1%	
A level	2013	108,150	74,400	14,350	19.3%	2,424,450	0.59%
	2014	145,150	81,750	16,000	19.6%	2,455,650	0.65%
	% change	34.2%	9.9%	11.4%		1.3%	
Total	2013	304,250	217,450	39,650	18.2%	8,296,500	0.48%
	2014	450,500	238,550	45,500	19.1%	8,142,750	0.56%
	% change	48.1%	9.7%	14.8%		-1.9%	

Note: For the 5 year figures, see Table 3

In the summer 2014 exam series, more than 4.7 million A level and 11 million GCSE scripts were marked. This was a rise from 2013 of 19 per cent for GCSEs and 15 per cent for A levels. This is because changes made to the qualifications for summer 2014 (GCSEs becoming linear and the removal of the January exam series for AS and A level) meant students in summer 2014 had to take all their exams in the summer. As a result the number of individual exams (but not the number of qualifications) taken by each student was generally higher in summer 2014 than in recent years.

Following the release of results from summer 2014, there were 450,500 enquiries about results across the three service types (see page 14 for an explanation of the services). This compares with 304,250 in 2013 and represents a 48 per cent increase. This increase was greater for GCSEs, which saw a 56 per cent increase, than for A levels, where the increase was 34 per cent.

The proportion of scripts resulting in an enquiry has increased from 2.3 per cent in 2013 to 2.9 per cent in summer 2014.

There were just over 238,550 qualification grades challenged in 2014. This is a 10 per cent increase for both GCSEs and A levels compared to 2013 (217,450). Of these, 45,500 grades were changed – an increase of 15 per cent in comparison to the summer 2013 exam series (39,650). The increase in the number of grade changes for GCSEs was higher than the increase for A levels (GCSEs increased by 17 per cent whereas A levels increased by 11 per cent).

These grade changes represent less than 1 per cent (0.56 per cent) of all qualifications awarded in the summer 2014 up from 0.48 per cent in the summer

2013. For GCSE, the grades changed represent 0.52 per cent of all qualifications awarded (from 0.43 per cent in the summer 2013) and for A level, they represent 0.65 percent of all qualifications awarded (from 0.59 per cent in the summer 2013).

In 2014, the proportion of candidates' qualification grades that changed following one or more enquiries about results was 19.1 per cent. This is higher than 2013 where the corresponding figure was 18.2 per cent (see Table 3).

For service 1 (clerical check of marking), there was an increase of 42 per cent in the number of enquiries (2,800 enquiries this summer from 1,950 enquiries last summer). These enquiries related to 2,050 qualifications from which 50 had a change of grade which represented 3.7 per cent of qualification grades challenged. For GCSE there was a slight increase in the percentage of qualification grades challenged that were changed (from 2.7 in 2013 to 3.5 per cent in 2014) while there was a slight decrease for A level (from 4.6 per cent in 2013 to 4 per cent in 2014).

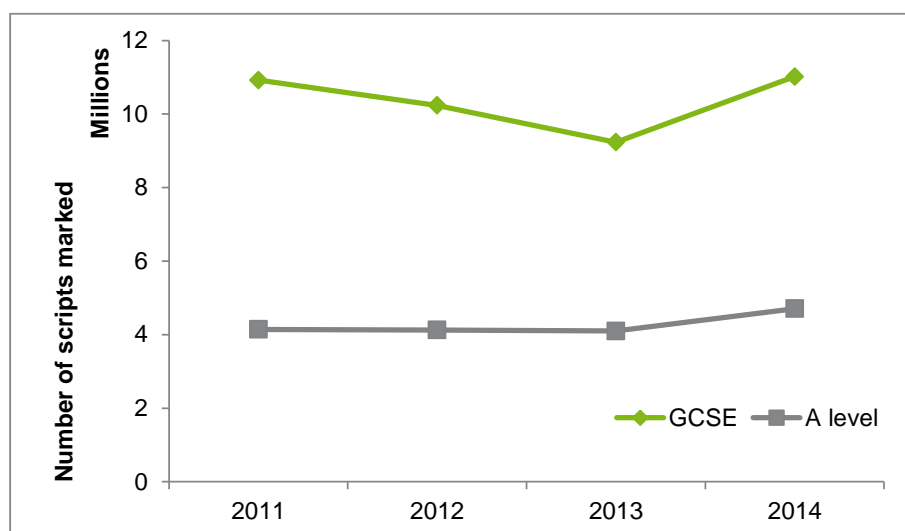
For service 2 (review of marking), there was an increase of 48 per cent in the number of enquiries to 443,950 (from 299,100 in 2013). These enquiries related to 214,300 qualifications from which 43,500 had a change of grade which represented 20 per cent of all qualification grades challenged. For GCSE, there was a slight increase in the percentage of qualification grades challenged that were changed (from 19.3 in 2013 to 20.2 per cent in 2014) while there was no real change for A level (from 20.4 per cent in 2013 to 20.5 per cent in 2014).

For service 3 (review of moderation), there was an increase of 20 per cent in the number of enquiries (from 3,150 in 2013 to 3,800 in 2014). These enquiries related to 22,250 qualifications from which 1,950 had a change of grade which represented 8.7 per cent of all qualification grades challenged.

The number of scripts marked and qualifications awarded

In the summer 2014 exam series, more than 4.7 million A level and 11 million GCSE scripts were marked³ (see Figure 2). The number of scripts marked in GCSE and A level decreased between 2011 and 2013, but this year there has been an increase of 19 per cent in GCSE and 15 per cent in A levels (see **Table 1**). This increase is explained by the change to linear assessments in 2014 for GCSEs and the removal of the January exam series for AS and A levels, which meant that in general students sat more individual exams in 2014 compared with previous years.

Figure 2: Total number of scripts marked for GCSE and A level, summer exam series, 2011–14

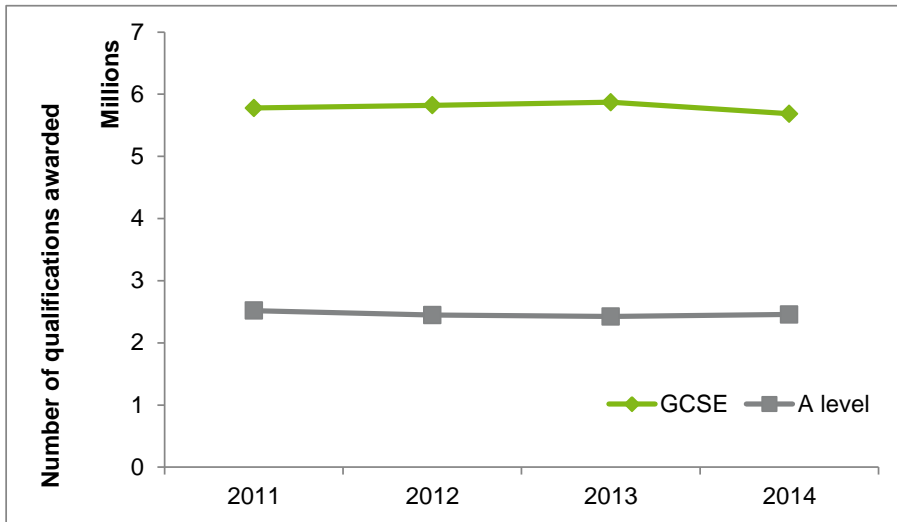


In the summer 2014 exam series, more than 2.5 million A level qualifications were awarded⁴ and 5.7 million GCSE qualifications were awarded in England, Wales, Northern Ireland, other UK regions and overseas (see Figure 3). The number of GCSE qualifications awarded has decreased by 3 per cent compared with 2013, while the number of A level qualifications awarded has increased by 1 per cent in the same period. Some year-on-year variation in the overall number of qualifications awarded is inevitable, as a result of fluctuations in the size of the cohort and changes in the timing of students being entered for some qualifications.

³ These figures include scripts in applied subjects in England, Wales, Northern Ireland, other UK regions (for example, Isle of Man) and overseas.

⁴ 'Qualification' refers to a GCSE or AS or A level as a whole, rather than an individual unit or component of the qualification.

Figure 3: Total number of qualifications awarded for GCSE and A level, summer exam series, 2011–14



The number of enquiries

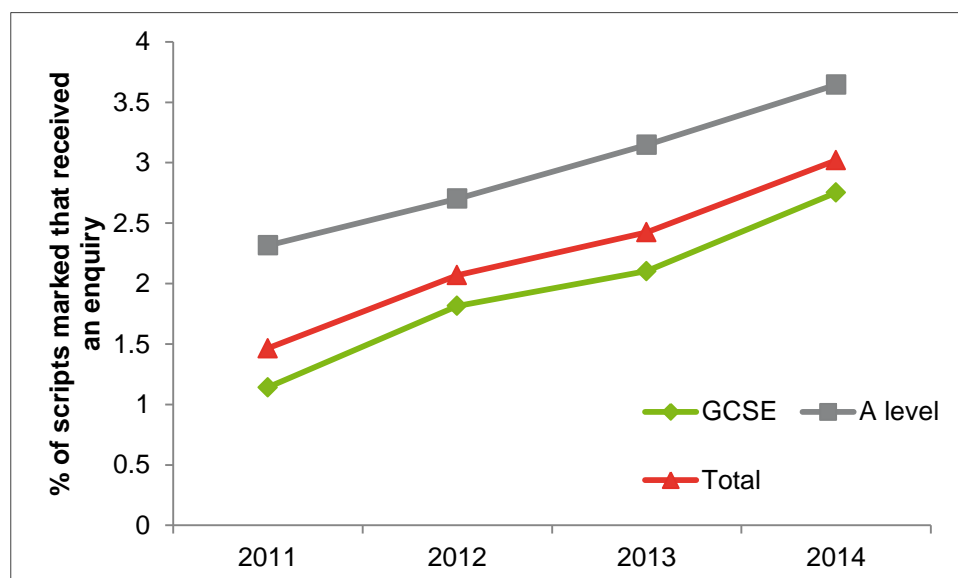
(See Table 2 and Figures 4 and 5)

Figure 4. Provisional number of enquiries received in the summer 2014 exam series

	GCSE enquiries	A level enquiries
Service 1 (clerical re-check)	1,750	1,050
Service 2 (post-result review of marking)	301,500	142,450
Service 3 (internal assessment re-moderation)	2,150	1,650
Total number of enquiries	305,400	145,150

In the summer 2014 exam series, 15.7 million GCSE and A level scripts were marked; 446,700 enquiries were made for a service 1 re-check or a service 2 post-results review of marking⁵. This represented 2.8 per cent of scripts, an increase from 2.3 per cent in 2013 and 1.9 per cent in 2012, and continued the trend of a steady increase over the last three years (Figures 4 and 5 and Table 2).

Figure 5: Percentage of GCSE and A level papers marked that received an enquiry, summer exam series, 2011–2014



⁵ This includes priority service 2 but excludes service 3 as each enquiry can affect multiple candidates.

The percentage of GCSE scripts receiving an enquiry has increased over the last four years, from 1.1 per cent in 2011, to 2.8 per cent in 2014. The proportion of A level scripts that received an enquiry also increased from 1.9 per cent in 2011, to 3 per cent in 2014.

Qualification grade changes

(see Table 3 and Figures 6 and 7)

Figure 6: Number of qualification grades challenged and changed for summer 2013 and 2014 exam series (provisional)

		Qualification grade challenged	Qualification grade changed	% of qualification grades challenged that were changed	Number of qualifications awarded	% of total qualification grades changed
GCSE	2013	143,050	25,300	17.7%	5,872,050	0.43%
	2014	156,800	29,500	18.8%	5,687,100	0.52%
	% change	9.6%	16.7%			
A level	2013	74,400	14,350	19.3%	2,424,450	0.59%
	2014	81,750	16,000	19.6%	2,455,650	0.65%
	% change	9.9%	11.4%			
Total	2013	217,450	39,650	18.2%	8,296,500	0.48%
	2014	238,550	45,500	19.1%	8,142,750	0.56%
	% change	9.7%	14.7%			

In total there were 238,550 qualification grades that were subject to one or more enquiries in 2014, up 10 per cent from 217,450 in summer 2013. These results relate to 156,800 GCSEs and 81,750 A levels.

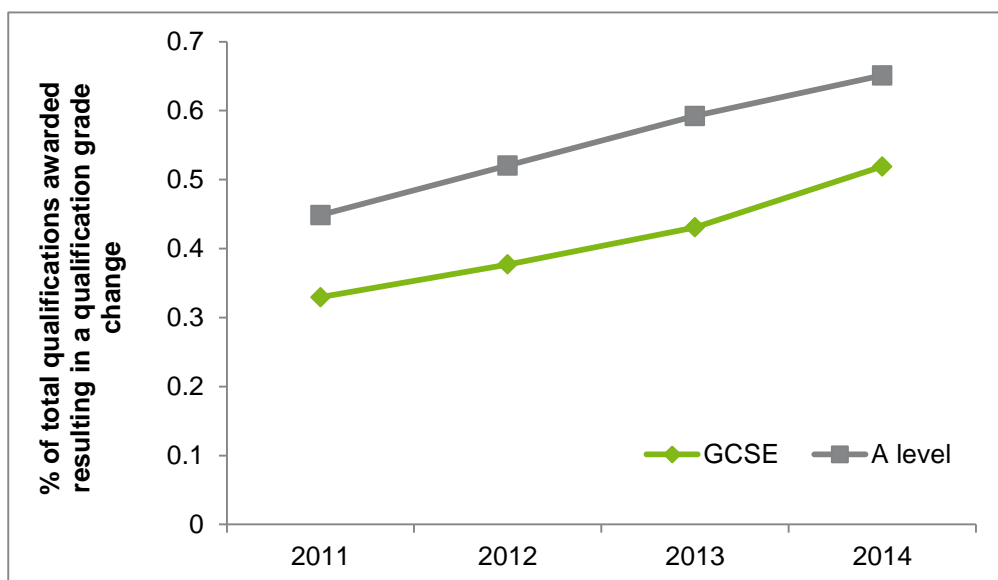
There are three possible outcomes when an enquiry about results is made:

- The original mark is deemed appropriate resulting in no mark adjustment.
- A mark adjustment is made (up or down), but it does not result in a change to the overall qualification grade.
- A mark adjustment is made (up or down) which, in turn, results in a change to the qualification grade.

For GCSEs, enquiries were received for 156,800 qualification results across all three services. Of these, there were 29,500 qualification grade changes, representing 0.52 per cent of the total number of GCSE qualifications awarded and 18.8 per cent of those GCSE qualification grades that were challenged. This is slightly higher than last year (17.7 per cent of those GCSE qualification grades that were challenged in 2013 resulted in a change of grade). The percentage of the total number of GCSEs awarded where a qualification grade was changed following an enquiry is slightly higher compared with summer 2013 (0.43 per cent last year and 0.52 per cent this year). (See Table 3, Figure 4 and Figure 6.)

At A level, there were 81,750 qualification results that related to enquiries across all three services in the summer 2014 exam series and, of these, 16,000 resulted in a grade change. These grade changes represent 0.65 per cent of the total number of A level qualifications awarded and 19.6 per cent of the qualification grades that were challenged. These are both slight increases on last year. In the summer 2013 exam series the grade changes relating to an enquiry represented 0.59 per cent of all A level qualifications awarded and 19.3 per cent results of all qualification grades that were challenged. For both GCSE and A level, over the last four years, there has been a steady increase in the percentage of total qualifications awarded that result in a qualification grade change.

Figure 7: Qualification grade changes resulting from an enquiry as a percentage of total qualifications awarded, summer exam series, 2011–2014



Services

Service 1: clerical re-check

(See Tables 2 and 3 and Figure 8)

Figure 8: Key statistics for service 1 (provisional)

		Enquiries	Qualification grade challenged	Qualification grade changed	% of qualification grades challenged that were changed	Number of qualifications awarded	% of total qualification grades changed
GCSE	2013	1,250	950	50	2.7%	5,872,050	0.000%
	2014	1,750	1,300	50	3.5%	5,687,100	0.001%
	% change	40.4%	36.8%	73.1%			
A level	2013	700	500	0~	4.6%	2,424,450	0.001%
	2014	1,050	700	50	4.0%	2,455,650	0.001%
	% change	44.0%	44.0%	26.1%			
Total	2013	1,950	1,450	50	3.4%	8,296,500	0.001%
	2014	2,800	2,050	50	3.7%	8,142,750	0.001%
	% change	41.7%	39.3%	51.0%			

In a service 1 enquiry, the exam board checks the script to make sure every question has been marked and the total number of marks awarded for each paper is correctly added up and recorded.

For GCSE results, there were 1,750 service 1 enquiries, an increase of 40 per cent from the previous year. These enquiries relate to 1,300 qualification grades (as enquiries can be made for one or more individual units or components of a qualification), of which less than 50 resulted in a change to the overall qualification grade representing 3.5 per cent of the qualification grades challenged. This is compared with 2.7 per cent in the summer 2013 exam series. The 50 grade changes represent 0.001 per cent of all GCSE qualifications awarded this summer.

For A level results, there were 1,050 service 1 enquiries, an increase of 44 per cent from the previous year. These enquiries relate to 700 qualification results, of which less than 50 resulted in a change to the overall qualification grade, representing 4 per cent of all qualification grades challenged. This is compared with 4.6 per cent in the summer exam series 2013. The grade changes represent 0.001 per cent of all A level qualifications awarded, which is similar to last year.

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

(See Tables 2 and 3 and Figure 9)

Figure 9: Key statistics for service 2 (provisional)

		Enquiries	Qualification grade challenged	Qualification grade changed	% of qualification grades challenged that were changed	Number of qualifications awarded	% of total qualification grades changed
GCSE	2013	193,000	117,950	22,800	19.3%	5,872,050	0.39%
	2014	301,500	138,350	27,950	20.2%	5,687,100	0.49%
	% change	56.2%	17.3%	22.6%			
A level	2013	106,150	65,950	13,450	20.4%	2,424,450	0.55%
	2014	142,450	75,950	15,550	20.5%	2,455,650	0.63%
	% change	34.2%	15.1%	15.7%			
Total	2013	299,100	183,900	36,250	19.7%	8,296,500	0.44%
	2014	443,950	214,300	43,500	20.3%	8,142,750	0.53%
	% change	48.4%	16.5%	20.0%			

In a service 2 enquiry, a second examiner reviews the marking of the original examiner to make sure the authorised mark scheme has been applied appropriately.

For GCSE results, there were 301,500 service 2 enquiries, an increase of 56 per cent from the previous year. These enquiries relate to 138,350 qualification grades, of which 27,950 resulted in a change to the overall qualification grade – 20.2 per cent of the qualification grades that were challenged. This is an increase from the summer 2013 exam series (19.3 per cent) and is the highest in the last four years (see Table 3). The 27,950 grade changes represent 0.5 per cent of all GCSE qualifications awarded, which is slightly higher than in the summer 2013 exam series (Figure 9 and Table 3).

For A level results, there were 142,450 service 2 enquiries, an increase of 34 per cent from the previous year. These enquiries relate to 75,950 qualification grades, of which 15,550 resulted in a change to the overall qualification grade – 20.5 per cent of the qualification grades that were challenged, which is slightly higher than the summer 2013 exam series. The 15,550 grade changes represent 0.63 per cent of all A level qualifications awarded.

Service 3: re-moderation of internal assessment

(See Tables 2 and 3 and Figure 10)

Figure 10: Key statistics for service 3 (provisional)

		Enquiries	Qualification grade challenged	Qualification grade changed	% of qualification grades challenged that were changed	Number of qualifications awarded	% of total qualification grades changed
GCSE	2013	1,850	24,100	2,500	10.3%	5,872,050	0.04%
	2014	2,150	17,150	1,500	8.9%	5,687,100	0.03%
	% change	14.4%	-28.9%	-38.6%			
A level	2013	1,300	7,950	900	11.3%	2,424,450	0.04%
	2014	1,650	5,100	400	8.3%	2,455,650	0.02%
	% change	28.3%	-35.8%	-53.1%			
Total	2013	3,150	32,050	3,400	10.5%	8,296,500	0.04%
	2014	3,800	22,250	1,950	8.7%	8,142,750	0.02%
	% change	20.0%	-30.6%	-42.5%			

These enquiries each apply to a number of candidates within a school or college, not individual candidates, as exam boards moderate a sample of candidates' work to check the marking of the school or college (samples consist of several candidates' work). This service is only available as a re-moderation of the work from the original sample of candidates. Re-moderation may, therefore, result in grade changes for more than one candidate as the result of a single enquiry from their school or college. As awarding organisations have 40 calendar days to investigate service 3 enquiries as opposed to 30 calendar days for the other services, the current provisional figures on qualification grade changes for service 3 enquiries are likely to change more than those for other services when the final figures are published.

For GCSE results, there were 2,150 enquiries, a 14 per cent increase from the previous year. These enquiries relate to 17,150 qualification results, of which 1,500 resulted in a change to the overall qualification grade, representing 8.9 per cent of grades challenged. This is a decrease compared with 10.3 per cent in the summer exam series 2013.

For A level results, there were 1,650 enquiries, an increase of 28 per cent from the previous year. These enquiries relate to 5,100 qualification results, of which 400 resulted in a change to the overall qualification grade, representing 8.3 per cent of grades challenged. This is a decrease compared with 11.3 per cent in the summer exam series 2013.

Background notes

The enquiries about results process

Every year, the GCSE and A level exam boards publish information and guidance for schools and colleges on making use of the post-results service for the relevant exam series. Section 9 of the *GCSE, GCE, Principal Learning and Project Code of Practice*⁶ requires exam boards to have procedures for enquiries about results and details the services that must be made available and the deadlines for completion.

Candidates receive the results of their summer exams in August. If a school or college is concerned about the marking of a candidate's exam paper (or the moderation of a sample of coursework or controlled assessment), it can ask the exam board to investigate the marking, with the candidate's consent. Candidates cannot ask exam boards to investigate; they must ask through their school or college. This is because the school or college has responsibility for entering candidates for exams. In addition, fees are charged for each enquiry although those are refunded where a grade is changed as a result of an enquiry. Private candidates are an exception, and they can submit an enquiry to the exam boards directly.

In some cases, as a result of an enquiry, a candidate's mark will be changed. This may affect the overall qualification grade, which will then also be adjusted. Grades can be adjusted downwards as well as upwards.

Each exam board offers three post-results services for reviewing and checking exam papers and internal assessment. These are common to all exam boards, 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 the school's or college's internal assessment using the sample of candidates' work used in the initial moderation.

⁶ www.ofqual.gov.uk/downloads/category/93-codes-of-practice?download=680%3Agcse-gce-principal-learning-and-project-code-of-practice-2011

Service 1: clerical re-check for an individual candidate

The exam board checks the script to make sure every question has been marked and the total number of marks awarded for each paper is correctly added up and recorded. It provides a statement of the marks awarded for each part of the exam for the candidate. Schools and colleges must request this service by 20th September. The deadline by which exam boards must notify schools and colleges about the outcomes of enquiries about results for service 1 is 20 calendar days from the date of receipt.

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

A second examiner (wherever possible, marking should be undertaken by someone other than the original examiner) reviews the marking of the original examiner to make sure the authorised mark scheme has been applied appropriately. The exam board also does a full clerical re-check (service 1).

Service 2 has two priority levels:

- non-priority – schools and colleges must request this by 20th September;
- priority – schools and colleges can request this for A level only, if the candidate's place at further or higher education depends upon the outcome of an enquiry about results. Requests for a priority service 2 enquiry must be submitted within eight calendar days of the result being issued.

The deadline by which exam boards must notify schools and colleges about the outcomes of enquiries about results for service 2 is 30 calendar days for the non-priority service and 18 calendar days for the priority service from the date of receipt.

Service 3: re-moderation of the school or college's internal assessment using the sample of candidates

Service 3 is not available for individual candidates, as the re-moderation must be undertaken on the sample of candidates' work used in the initial moderation.

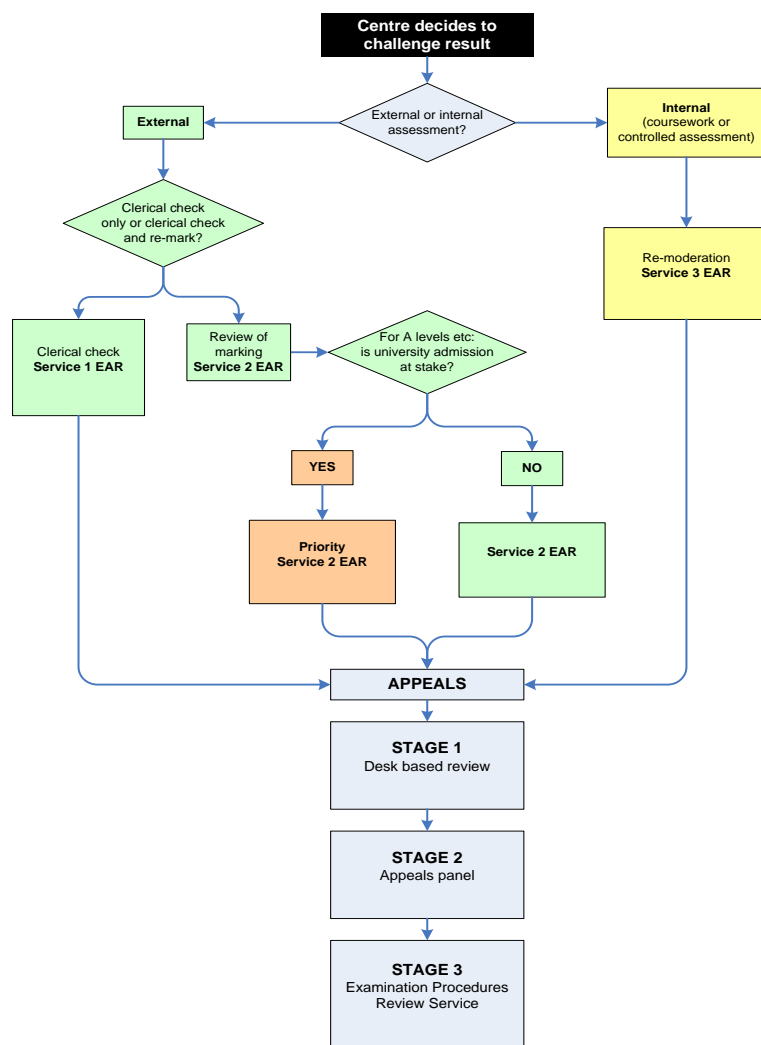
The exam board re-moderates a school or college's internal assessment marks and provides feedback on their assessment of the candidates' work. This service must be requested by 20th September. The deadline by which exam boards must notify schools and colleges about the outcomes of enquiries about results for service 3 is 40 calendar days from the date of receipt.

Appeals

If a school or college has gone through the enquiries about results process and is still dissatisfied with the outcome, it can make an appeal to the exam board. There are two stages in the appeals process with the exam boards, with a final stage available with the Examination Procedures Review Service.⁷

The enquiries about results and appeals process is shown in the diagram below.

Enquiries about results and appeals process



Notes:

1. Cases for Service 3 and appeals will relate to more than one student
2. At any point in the process, if an exam board considers that there is a trend of under-marking in a cohort for a particular unit or component, it will conduct an extended review

⁷ www.ofqual.gov.uk/complaints-and-appeals/exam-results-appeals

Data source

Exam boards submit data to Ofqual for GCSEs, AS and A levels they have awarded in England, Wales and Northern Ireland.

Rounding

Figures in the commentary are rounded to the nearest 50.

Glossary of terms

A level

Available as advanced level (A level) and advanced subsidiary (AS) qualifications. They are the qualifications that the majority of students use to gain entry to university. They are generally sat by 17- to 18-year-olds in schools and colleges, but are open to anyone who wishes to gain a qualification.

GCSE

General Certificates of Secondary Education are the main school-leaving qualification in England, Wales and Northern Ireland. They are available in a range of subjects and can be studied alongside other qualifications. They are generally sat by 15- to 18-year-olds in schools and colleges, but are open to anyone who wishes to gain a qualification.

Script

A student's written response to a question paper or other assessment

Your feedback

If you use Ofqual's statistical releases the Statistics team would like to hear from you.

Users of these statistics

Ofqual is running a rolling series of online surveys to make sure that each of its statistical releases meets your requirements.

Ofqual would like to invite you to take part in the survey which will take about 10 minutes to complete. Your responses will remain entirely confidential in any reports published about the survey.

If you would like to take part, have any questions, would prefer a paper or large type copy please contact Ofqual at statistics@ofqual.gov.uk .

Appendix

Table 1	Number of scripts marked and qualifications awarded for GCSE and A level, summer exam series, 2011 to 2014
Table 2	Number of enquiries for the summer exam series, by qualification, 2011 to 2014
Table 3	GCSE and A level qualification grade changes for each service, proportion of grades challenged that resulted in a grade change, 2011 to 2014

Table 1: Number of scripts marked and qualifications awarded for GCSE and A level, summer exam series, 2011 to 2014

	Year	Total number of scripts marked	Total number of qualifications awarded
GCSE	2011	10,921,350	5,777,700
	2012	10,234,700	5,821,800
	2013	9,236,100	5,872,050
	2014	11,017,650	5,687,100
A level	2011	4,143,500	2,519,050
	2012	4,127,000	2,447,500
	2013	4,098,700	2,424,450
	2014	4,705,650	2,455,650
Total	2011	15,064,850	8,296,700
	2012	14,361,650	8,269,350
	2013	13,334,750	8,296,500
	2014	15,723,350	8,142,750

Notes:

1. Data are supplied by awarding organisations.
2. Figures include applied subject entries in England, Wales, Northern Ireland, other UK regions (e.g. Isle of Man) and overseas.

Table 2: Number of enquiries for the summer exam series, by qualification, 2011 to 2014

		Number of enquiries received						
	Year	Service 1	Service 2	Service 3	Total number of enquiries (all services)	Total number of enquiries (service 1 and 2)	Total number of scripts marked	% of total number of scripts (service 1 and 2)
GCSE	2011	1,350	123,300	1,800	126,450	124,650	10,921,350	1.1%
	2012	1,450	184,350	2,050	187,850	185,800	10,234,700	1.8%
	2013	1,250	193,000	1,850	196,100	194,250	9,236,100	2.1%
	2014	1,750	301,500	2,150	305,400	303,250	11,017,650	2.8%
A level	2011	550	76,400	1,300	78,250	77,000	4,143,500	1.9%
	2012	650	90,200	1,250	92,100	90,850	4,127,000	2.2%
	2013	700	106,150	1,300	108,150	106,850	4,098,700	2.6%
	2014	1,050	142,450	1,650	145,150	143,500	4,705,650	3.0%
Total	2011	1,900	199,750	3,100	204,700	201,650	15,064,850	1.3%
	2012	2,100	274,550	3,300	279,950	276,700	14,361,650	1.9%
	2013	1,950	299,100	3,150	304,250	301,100	13,334,750	2.3%
	2014	2,800	443,950	3,800	450,500	446,700	15,723,350	2.8%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by awarding organisations.
2. Figures include applied subjects entries in England, Wales, Northern Ireland, other UK regions (e.g. Isle of Man) and overseas.

Table 3: GCSE and A level qualification grade changes for each service, proportion of grades challenged that resulted in a grade change, 2011 to 2014

	Service 1			Service 2			Service 3			Total					
	Year	Total grades challenged	Qual grades changed	% change	Total grades challenged	Qual grades changed	% change	Total grades challenged	Qual grades changed	% change	Total grades challenged	Qual grades changed	% change following enquiry	Total number of qualifications awarded	% of qualifications awarded where qualification grade changed following enquiry
GCSE	2011	1,000	0~	2.4%	88,000	17,200	19.5%	19,950	1,800	9.1%	108,950	19,050	17.5%	5,777,700	0.33%
	2012	950	0~	2.5%	112,150	20,100	17.9%	23,850	1,800	7.6%	137,000	21,950	16.0%	5,821,800	0.38%
	2013	950	50	2.7%	117,950	22,800	19.3%	24,100	2,500	10.3%	143,050	25,300	17.7%	5,872,050	0.43%
	2014	1,300	50	3.5%	138,350	27,950	20.2%	17,150	1,500	8.9%	156,800	29,500	18.8%	5,687,100	0.52%
A level	2011	400	0~	2.4%	55,350	10,600	19.1%	9,150	700	7.5%	64,900	11,300	17.4%	2,514,050	0.45%
	2012	450	0~	3.8%	62,500	12,200	19.5%	7,750	500	6.6%	70,700	12,750	18.0%	2,447,500	0.52%
	2013	500	0~	4.6%	65,950	13,450	20.4%	7,950	900	11.3%	74,400	14,350	19.3%	2,424,450	0.59%
	2014	700	50	4.0%	75,950	15,550	20.5%	5,100	400	8.3%	81,750	16,000	19.6%	2,455,650	0.65%
Total	2011	1,450	50	2.4%	143,350	27,750	19.4%	29,100	2,500	8.6%	173,850	30,300	17.4%	8,291,700	0.37%
	2012	1,400	50	2.9%	174,650	32,350	18.5%	31,600	2,300	7.3%	207,700	34,700	16.7%	8,269,350	0.42%
	2013	1,450	50	3.4%	183,900	36,250	19.7%	32,050	3,400	10.5%	217,450	39,650	18.2%	8,296,500	0.48%
	2014	2,050	50	3.7%	214,300	43,500	20.3%	22,250	1,950	8.7%	238,550	45,500	19.1%	8,142,750	0.56%

Notes:

1. Priority Service 2 is not available for GCSE. This service can only be requested if a place at further/higher education depends on the outcome.
2. Figures include applied subjects entries in England, Wales, Northern Ireland, other UK regions (e.g. Isle of Man) and overseas.

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