

Ofqual  
\*\*\*\*\*



## **Statistical Bulletin**

### **Enquiries About Results for GCSE and GCE: Summer 2011 Examination Series**

---

December 2011

Ofqual/11/5106

## **Contents**

|   |    |
|---|----|
| Key findings .....                        | 2  |
| Introduction .....                        | 3  |
| The enquiries about results process ..... | 4  |
| Summer 2011 examination series .....      | 6  |
| Tables .....                              | 13 |

## **Key findings**

During the summer 2011 examination series, over 2.5 million GCE A level (AS and A level) and over 5.8 million GCSE qualifications were awarded in England, Wales and Northern Ireland.

Following the release of results from summer 2011, there were a total of 204,608 enquiries across all three service types compared with 171,720 in 2010, representing an increase of 19 per cent. This is in the context of over 18 million unit entries for examinations and assessments in 2011: a 38 per cent increase compared with 2010. Of the 204,608 enquiries received in 2011 all but 13 were completed within the deadlines set out in the code of practice.

Of the 15 million GCSE and GCE examination scripts, 201,514 enquiries were made for a service 1 re-check or a service 2 re-mark. This represented 1.3 per cent of scripts.

The overall total of grade changes to summer 2011 subject awards was 38,518, an increase of 11 per cent compared with 2010.

For GCSE and GCE A level there has been an increase in the number of enquiries submitted and the number of resulting grade changes over the period 2007 – 2011.

The period from 2009-2011 has seen some significant revision to the structure of GCSE and GCE qualifications, with a move from six to four units in many GCE subjects and the introduction of the A\* grade. The majority of GCSEs are now unitised, which has led to an increase in unit entries, and include a new form of internally assessed controlled assessment. These changes will to some extent have impacted on the number of enquiries about results received and the resulting grade changes. Therefore, they will be a factor in changes in numbers from one year to the next.

## **Introduction**

This statistical bulletin, published on behalf of the regulators in England, Wales and Northern Ireland, presents data on enquiries about results made to awarding organisations for the summer 2011 GCSE and GCE examination series. The report summarises the performance of the six awarding organisations 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
- International Curriculum & Assessment Agency (Examinations) ICAAE
- Oxford Cambridge and RSA Examinations (OCR), and
- WJEC/CBAC.

The awarding organisations provide the regulators in England (the Office of Qualifications and Examinations Regulation - Ofqual), Wales (the Welsh Government) and Northern Ireland (Council for the Curriculum, Examinations and Assessment - CCEA) with statistical data on enquiries about results.

The report:

- Details the processes and 2011 reporting arrangements for enquiries about results
- Provides data on the six awarding organisations in terms of the three common services for enquiries about results
- Provides data on the number of enquiries received, the number of resulting subject grade changes and the performance of each awarding organisation in meeting deadlines.

Once published, data may be revised in subsequent bulletins due to late-received data or if an error is identified. In this bulletin some figures have therefore been revised since last year's report.

A report presenting the final data on appeals for the summer 2011 examination series will be published in March 2012.

## **The enquiries about results process**

### **Enquiries about results**

Every year, the GCSE and GCE awarding organisations publish information and guidance for centres on making use of the post-results service for the relevant summer examination 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 organisation to investigate the grade. Candidates cannot ask awarding organisations 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 organisations directly.

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

Each awarding organisation offers three post-results services for reviewing and checking examination scripts and internal assessment.<sup>1</sup> These are common to all awarding organisations, 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 centre's internal assessment using a sample of candidates.

#### **Service 1: clerical re-check for an individual candidate**

The awarding organisation checks the script to make sure every question has been marked and 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 20th September. The deadline by which awarding organisations must notify centres about the outcomes of enquiries about results for service 1 is 20 calendar days from the date of receipt.

---

<sup>1</sup> The deadlines for completion of these services are given in the *GCSE, GCE, Principal Learning and Project Code of Practice* (May 2011).

## **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 first examiner to make sure the authorised mark scheme has been applied reliably. This process may also be called a re-mark. The awarding organisation 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 20th September
- Priority – centres can request this if the candidate's place at further or higher education 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 organisations must notify centres 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 centre's internal assessment using a sample of candidates**

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

The awarding organisation re-moderates a centre's internal assessment marks and provides feedback on the centre's assessment of the candidates' work. This service must be requested by 20th September. The deadline by which awarding organisations must notify centres about the outcomes of enquiries about results for service 3 is 40 calendar days from the date of receipt.

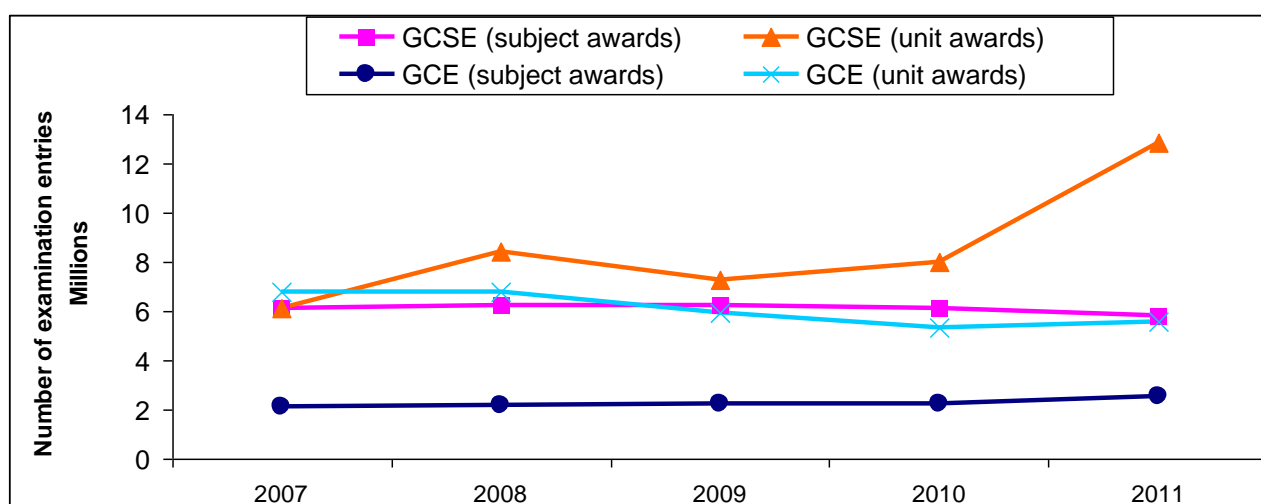
## Summer 2011 examination series

In the summer 2011 examination series there were over 2.5 million GCE A level (AS and A level) awards and over 5.8 million awards for GCSE qualifications in England, Wales and Northern Ireland. There were 12.9 million GCSE unit entries, an increase of 61 per cent from 2010. There were 5.5 million GCE unit entries, which represent a 4 per cent increase on the previous year (see table 1 and figure 1).

The period from 2009-2011 has seen some significant revision to the structure of GCSE and GCE qualifications, with a move from six to four units in many GCE subjects and the introduction of the A\* grade. The majority of GCSEs are now unitised, which has led to an increase in unit entries, and include a new form of internally assessed controlled assessment. These changes will to some extent have impacted on the number of enquiries about results received and the resulting grade changes. Therefore, they will be a factor in changes in numbers from one year to the next.

During the summer 2011 examination series, several errors were found in a small number of GCSE and GCE A level question papers. Awarding organisations put in place steps to ensure that no candidate was unfairly advantaged or disadvantaged. These actions were implemented ahead of the issuing of results. Scripts for papers with an error were eligible for the normal enquiries about results process, in the same way as scripts for all other papers.

**Figure 1:** Total entries for GCSE and GCE, summer examination series, 2007-2011



Following the summer 2011 examination series, enquiries about results were received for the following services:

|   | GCSE enquiries | GCE enquiries |
|---|----------------|---------------|
| Service 1 (clerical re-check)                           | 1,342          | 557           |
| Service 2 (non-priority re-mark)                        | 123,184        | 57,462        |
| Service 2 (priority re-mark)                            | n/a            | 18,969        |
| Service 3 (internal assessment re-moderation)           | 1,788          | 1,306         |
| Total number of enquiries                               | 126,314        | 78,294        |
| Total number of unit entries                            | 12,867,900     | 5,547,800     |
| Percentage of enquiries as a proportion of unit entries | 1.0%           | 1.4%          |

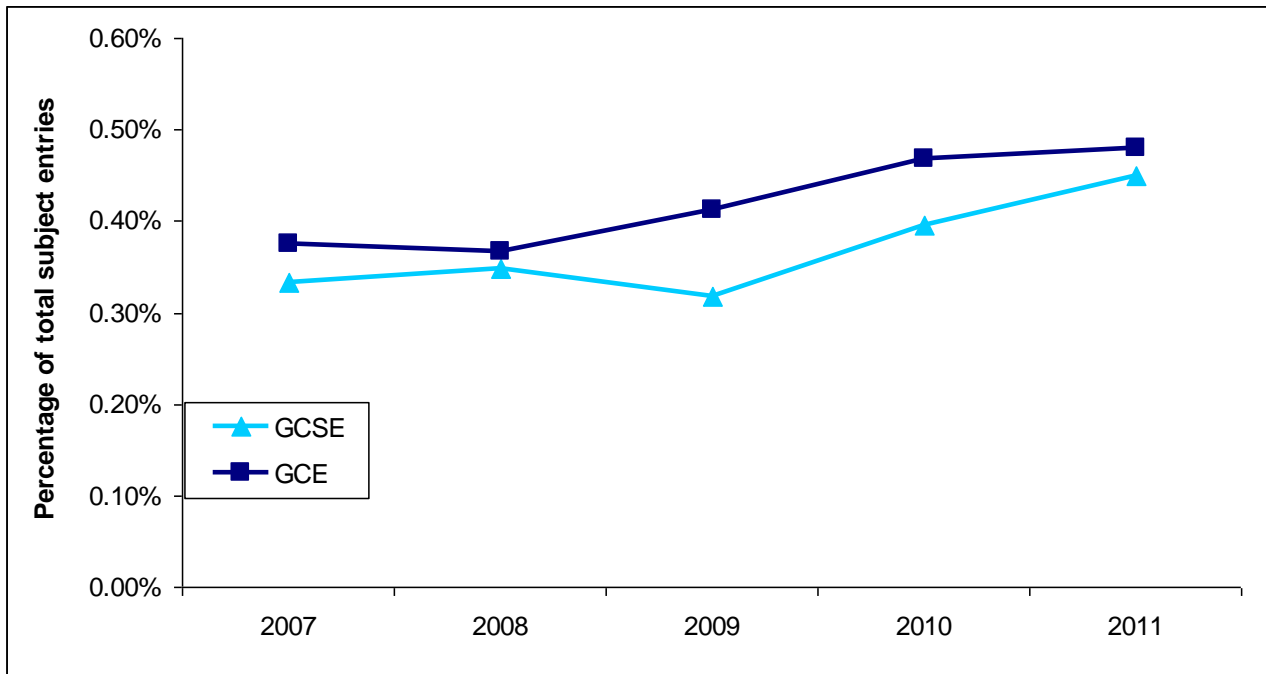
For GCE, across the three services, there were a total of 12,245 subject grade changes following an enquiry, representing 0.48 per cent of all GCE subject awards. This was an increase from 0.47 per cent from the previous year.

For GCSE, across the three services, there were a total of 26,273 subject grade changes following an enquiry, representing 0.45 per cent of all GCSE subject awards. This was an increase from 0.40 per cent from the previous year; this increase is statistically significant (see table 2 and figure 2).

While the proportion of each awarding organisation's assessments receiving an enquiry, and the subsequent grade change, varies to some extent, they are broadly in line across the three services.



**Figure 2:** Subject grade change resulting from an enquiry as a percentage of total subject awards, summer examination series, 2007-2011

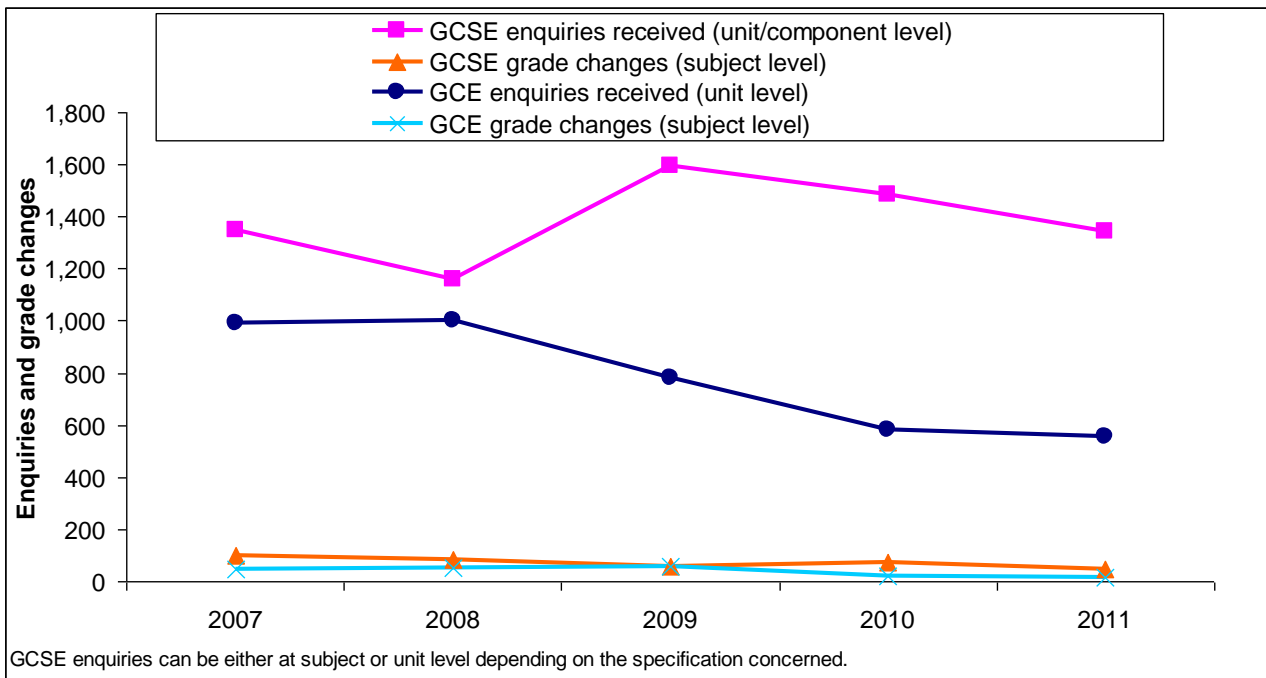


**Service 1: clerical re-check**  
 (see table 3 and figure 3)

For GCSE results, there were 1,342 enquiries, a decrease of 10 per cent from the previous year. All these enquiries were completed within the deadline. Of these enquiries, 45 resulted in a change to the overall grade, a decrease of 37 per cent from 2010, representing less than 0.01 per cent of all GCSE qualifications awarded. Over the last five years, while the number of enquiries received has remained relatively consistent, there has been a downward trend in the number of subject grade changes.

For GCE results, there were 557 enquiries, a decrease of 5 per cent from the previous year. All these enquiries were completed within the deadline. Of these enquiries, 14 resulted in a change to the overall grade, a decrease of 39 per cent from 2010, representing less than 0.01 per cent of all GCE qualifications awarded.

**Figure 3:** Service 1 enquiries, summer examination series, 2007-2011



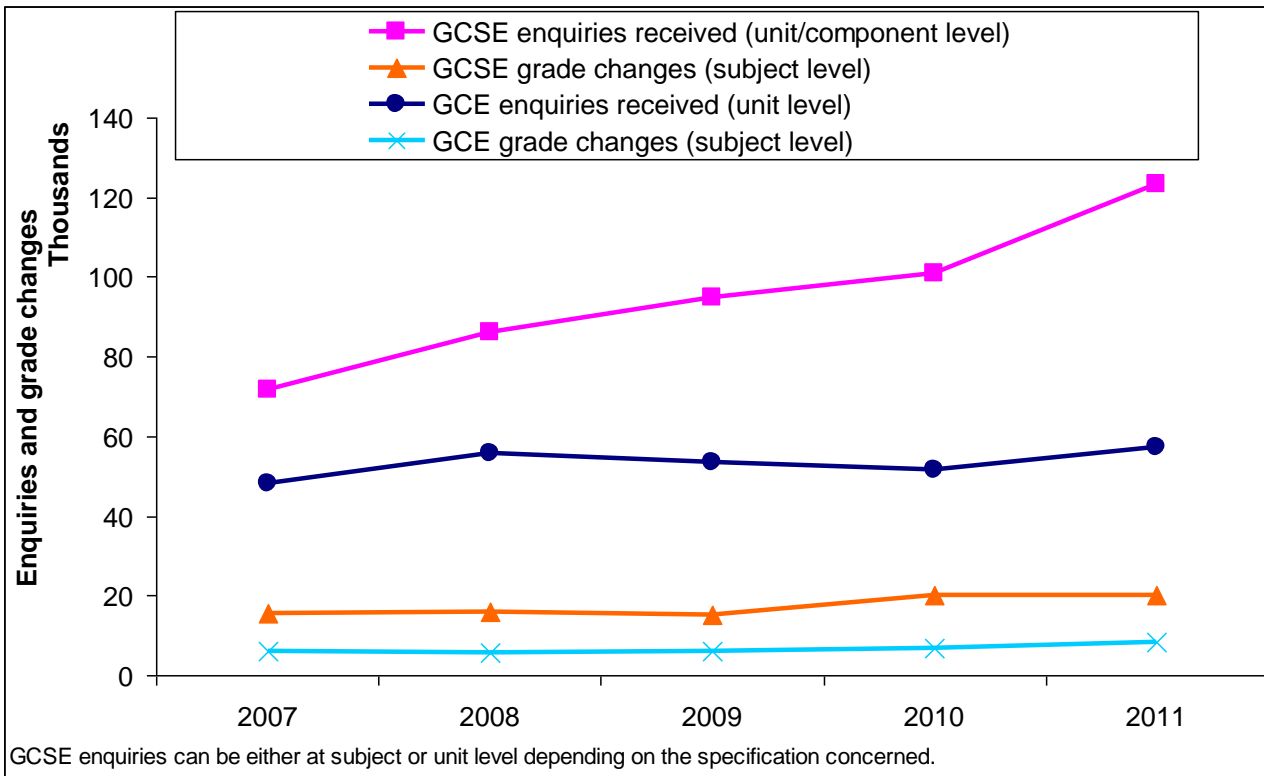
**Service 2: non-priority re-mark**

(see table 4 and figure 4)

For GCSE results, there were 123,184 enquiries, an increase of 22 per cent from the previous year. All these enquiries were completed within the deadline. Of these enquiries, 20,293 resulted in a change to the overall grade, an increase of 1 per cent from 2010, representing 0.35 per cent of all GCSE qualifications awarded.

For GCE results, there were 57,462 enquiries, an increase of 11 per cent from the previous year. All these enquiries were completed within the deadline. Of these enquiries, 8,233 resulted in a change to the overall grade, an increase of 21 per cent from 2010, representing 0.32 per cent of all GCE qualifications awarded.

**Figure 4:** Service 2 non-priority re-mark enquiries, summer examination series, 2007-2011

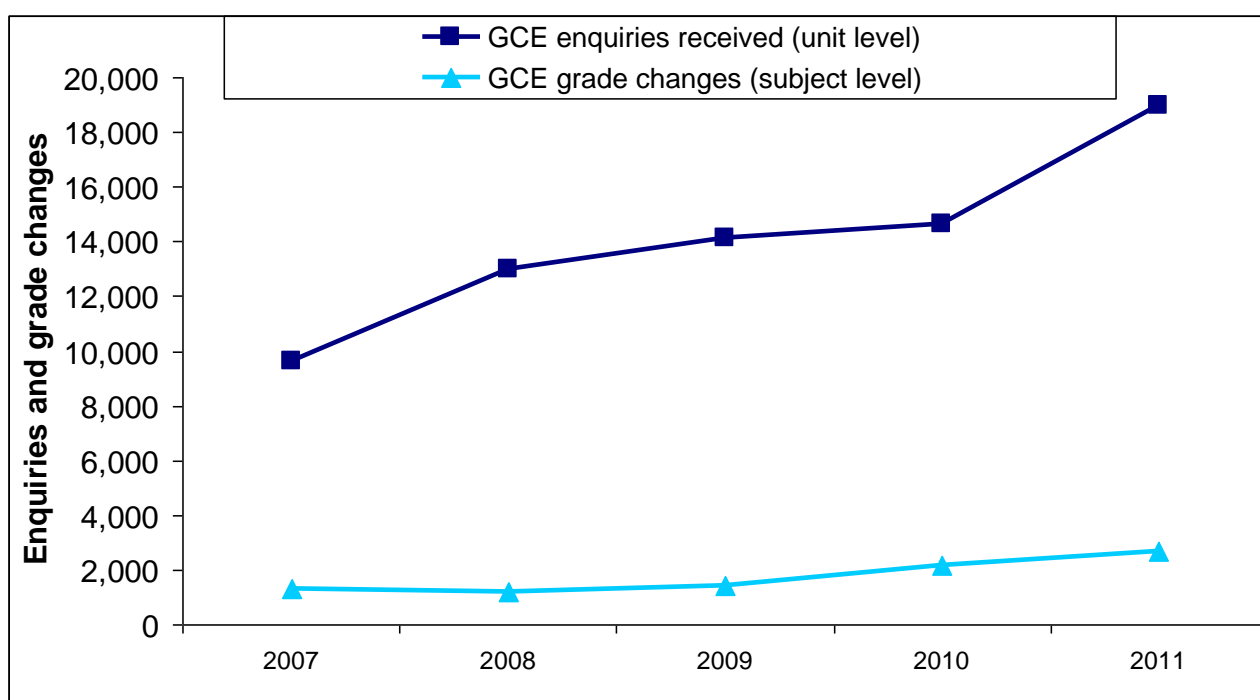


## Service 2: priority re-mark

(see table 5 and figure 5)

For GCE results, there were 18,969 enquiries, an increase of 29 per cent from the previous year. All these enquiries were completed within the deadline. Of these enquiries, 2,693 resulted in a change to the overall grade, an increase of 25 per cent from 2010, representing 0.11 per cent of all GCE qualifications awarded. As figure 5 illustrates, there has been a consistent increase in enquiries and resulting subject grade changes in the last five years.

**Figure 5:** Service 2 priority re-mark enquiries, summer examination series, 2007-2011



### Service 3: re-moderation of internal assessment

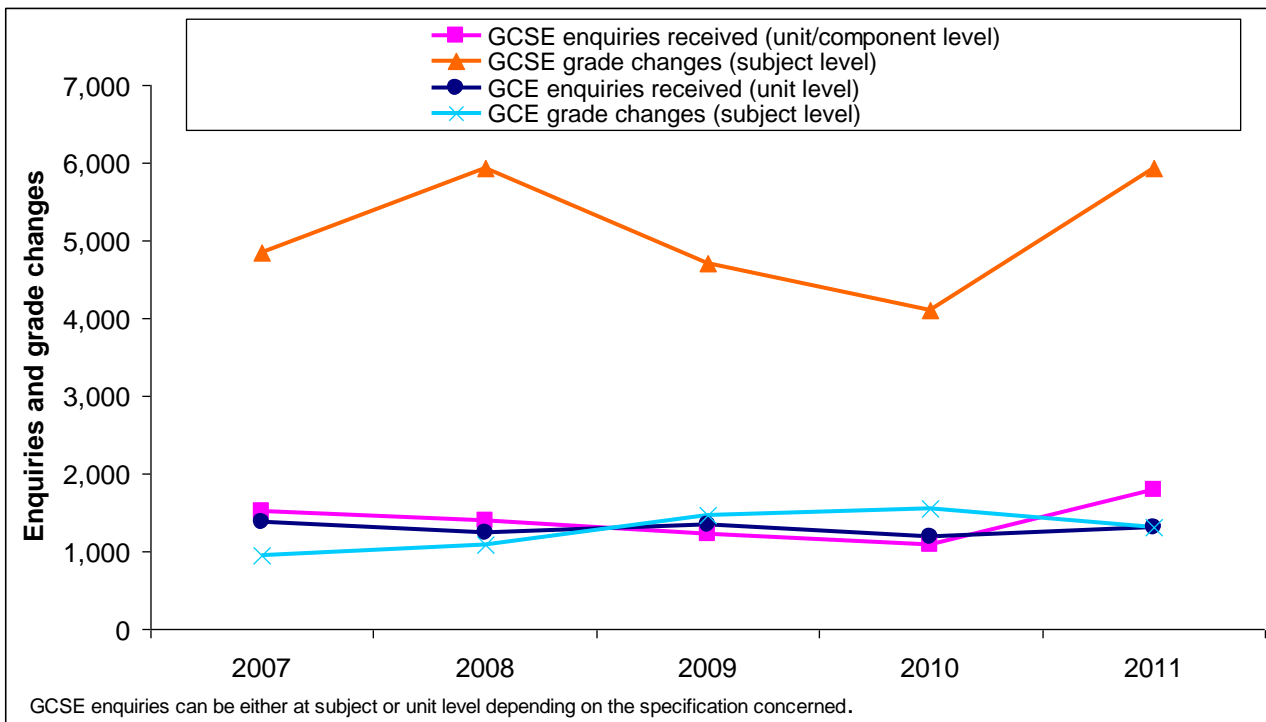
(see table 6 and figure 6)

These enquiries apply to a number of candidates within a centre, not individual candidates. Awarding organisations moderate a sample of candidates' work to check the centre's marking (samples consist of several candidates' work). Re-moderation may, therefore, result in grade changes for more than one candidate as the result of a single enquiry.

For GCSE results, there were 1,788 enquiries, an increase of 64 per cent from the previous year. Virtually all these enquiries were completed within the deadline. As a result of these enquiries, 5,935 subject grades were changed, an increase of 44 per cent from 2010, representing 0.10 per cent of all GCSE qualifications awarded.

For GCE results, there were 1,306 enquiries, an increase of 10 per cent from the previous year. Virtually all these enquiries were completed within the deadline. As a result of these enquiries, 1,305 subject grades were changed, a decrease of 16 per cent from 2010, representing 0.05 per cent of all GCE qualifications awarded.

**Figure 6:** Service 3 enquiries for summer examination series, 2007-2011



## Tables

**Table 1: Total awards for GCSE and GCE, summer examination series, 2007-2011**

Table 1: Total number of awards during the summer examination series, by qualification, 2007-2011

England, Wales & Northern Ireland

|                               | Year        | AQA              | Edexcel          | OCR              | CCEA           | WJEC             | ICAAE         | Total             |
|-------------------------------|-------------|------------------|------------------|------------------|----------------|------------------|---------------|-------------------|
| GCSE (awards)                 | 2007        | 2,870,400        | 1,354,300        | 1,228,700        | 177,600        | 520,100          |               | <b>6,151,100</b>  |
|                               | 2008        | 2,951,100        | 1,365,500        | 1,224,000        | 163,700        | 564,000          |               | <b>6,268,200</b>  |
|                               | 2009        | 2,800,900        | 1,372,100        | 1,299,700        | 168,900        | 581,800          |               | <b>6,223,400</b>  |
|                               | 2010        | 2,708,000        | 1,383,700        | 1,256,400        | 175,200        | 602,200          |               | <b>6,125,600</b>  |
|                               | 2011        | 2,537,600        | 1,439,200        | 1,059,400        | 149,400        | 622,500          | 16,200        | <b>5,824,300</b>  |
| GCE (awards) <sup>1</sup>     | 2007        | 868,400          | 549,600          | 570,600          | 20,800         | 110,900          |               | <b>2,120,200</b>  |
|                               | 2008        | 885,000          | 571,000          | 558,700          | 48,500         | 125,100          |               | <b>2,188,300</b>  |
|                               | 2009        | 913,400          | 518,600          | 570,500          | 57,100         | 157,800          |               | <b>2,217,400</b>  |
|                               | 2010        | 942,900          | 470,300          | 596,100          | 58,000         | 182,500          |               | <b>2,249,700</b>  |
|                               | 2011        | 1,041,300        | 605,100          | 630,600          | 60,400         | 199,000          |               | <b>2,536,400</b>  |
| <b>Total awards</b>           | <b>2007</b> | <b>3,738,700</b> | <b>1,903,900</b> | <b>1,799,300</b> | <b>198,400</b> | <b>631,000</b>   |               | <b>8,271,300</b>  |
|                               | <b>2008</b> | <b>3,836,100</b> | <b>1,936,500</b> | <b>1,782,600</b> | <b>212,200</b> | <b>689,100</b>   |               | <b>8,456,500</b>  |
|                               | <b>2009</b> | <b>3,714,300</b> | <b>1,890,600</b> | <b>1,870,200</b> | <b>226,000</b> | <b>739,700</b>   |               | <b>8,440,900</b>  |
|                               | <b>2010</b> | <b>3,650,900</b> | <b>1,854,000</b> | <b>1,852,500</b> | <b>233,200</b> | <b>784,600</b>   |               | <b>8,375,200</b>  |
|                               | <b>2011</b> | <b>3,578,900</b> | <b>2,044,300</b> | <b>1,690,000</b> | <b>209,800</b> | <b>821,500</b>   | <b>16,200</b> | <b>8,360,700</b>  |
| GCSE (unit entry)             | 2007        | 1,567,800        | 1,991,400        | 2,405,300        | 66,100         | 83,700           |               | <b>6,114,400</b>  |
|                               | 2008        | 2,973,800        | 2,442,900        | 2,737,800        | 72,200         | 169,000          |               | <b>8,395,800</b>  |
|                               | 2009        | 2,826,800        | 1,700,900        | 2,494,000        | 88,800         | 167,500          |               | <b>7,278,000</b>  |
|                               | 2010        | 2,948,800        | 2,166,200        | 2,544,900        | 108,600        | 229,100          |               | <b>7,997,600</b>  |
|                               | 2011        | 5,062,300        | 3,522,600        | 3,129,600        | 228,500        | 908,600          | 16,300        | <b>12,867,900</b> |
| GCE (unit entry) <sup>1</sup> | 2007        | 2,692,400        | 1,856,800        | 1,720,900        | 137,100        | 364,900          |               | <b>6,772,000</b>  |
|                               | 2008        | 2,684,700        | 1,874,100        | 1,697,700        | 138,800        | 391,100          |               | <b>6,786,300</b>  |
|                               | 2009        | 2,348,300        | 1,473,400        | 1,546,900        | 150,100        | 409,200          |               | <b>5,927,900</b>  |
|                               | 2010        | 2,103,600        | 1,231,800        | 1,429,000        | 134,700        | 412,400          |               | <b>5,311,400</b>  |
|                               | 2011        | 2,095,200        | 1,488,900        | 1,399,400        | 139,700        | 424,600          |               | <b>5,547,800</b>  |
| <b>Total unit entries</b>     | <b>2007</b> | <b>4,260,200</b> | <b>3,848,200</b> | <b>4,126,200</b> | <b>203,200</b> | <b>448,600</b>   |               | <b>12,886,400</b> |
|                               | <b>2008</b> | <b>5,658,400</b> | <b>4,317,000</b> | <b>4,435,500</b> | <b>211,000</b> | <b>560,100</b>   |               | <b>15,182,100</b> |
|                               | <b>2009</b> | <b>5,175,000</b> | <b>3,174,300</b> | <b>4,040,900</b> | <b>238,900</b> | <b>576,600</b>   |               | <b>13,205,800</b> |
|                               | <b>2010</b> | <b>5,052,400</b> | <b>3,398,100</b> | <b>3,973,900</b> | <b>243,200</b> | <b>641,500</b>   |               | <b>13,309,200</b> |
|                               | <b>2011</b> | <b>7,157,500</b> | <b>5,011,500</b> | <b>4,529,000</b> | <b>368,200</b> | <b>1,333,200</b> | <b>16,300</b> | <b>18,415,700</b> |

Source: EPG exams monitoring data

**Notes:**

1. Data are supplied by awarding organisations
2. All figures are rounded to the nearest hundred
3. Figures have been rounded independently so may not sum to the total
4. ICAAE awarded GCSEs for the first time in 2011. In previous years specifications were delivered in conjunction with CCEA.

**Table 2:** Enquiries that resulted in a grade change for GCSE and GCE, summer examination series, 2007-2011

England, Wales & Northern Ireland

|      |      | Number of grade changes |                               |                       |           |               |   |
|------|------|-------------------------|-------------------------------|-----------------------|-----------|---------------|---|
|      | Year | Service 1               | Service 2<br>non-<br>priority | Service 2<br>priority | Service 3 | <b>Total</b>  | Percentage of<br>awards where<br>grade changed<br>following enquiry |
| GCSE | 2007 | 100                     | 15,527                        |                       | 4,847     | <b>20,474</b> | 0.33%   |
|      | 2008 | 86                      | 15,825                        |                       | 5,929     | <b>21,840</b> | 0.35%   |
|      | 2009 | 57                      | 15,009                        |                       | 4,700     | <b>19,766</b> | 0.32%   |
|      | 2010 | 71                      | 20,040                        |                       | 4,109     | <b>24,220</b> | 0.40%   |
|      | 2011 | 45                      | 20,293                        |                       | 5,935     | <b>26,273</b> | 0.45%   |
| GCE  | 2007 | 47                      | 5,933                         | 1,284                 | 949       | <b>7,947</b>  | 0.37%   |
|      | 2008 | 50                      | 5,705                         | 1,202                 | 1,082     | <b>8,039</b>  | 0.37%   |
|      | 2009 | 58                      | 6,160                         | 1,449                 | 1,470     | <b>9,137</b>  | 0.41%   |
|      | 2010 | 23                      | 6,815                         | 2,148                 | 1,557     | <b>10,541</b> | 0.47%   |
|      | 2011 | 14                      | 8,233                         | 2,693                 | 1,305     | <b>12,245</b> | 0.48%   |

*Source: EPG exams monitoring data*

Notes:

1. Data are supplied by awarding organisations.

**Table 3: Service 1 enquiries - clerical re-check, summer examination series, 2007-2011**

| England, Wales & Northern Ireland |                    |                                     |   |   |   |              |                                  |                         |                                     |   |   |   |
|-----------------------------------|--------------------|-------------------------------------|---|---|---|--------------|----------------------------------|-------------------------|-------------------------------------|---|---|---|
| Year                              | GCSE (awards)      |                                     |   |   |   |              | GCE (unit entry) <sup>1</sup>    |                         |                                     |   | GCE (awards)  |   |
|                                   | Enquiries received | Enquiries completed within deadline | (% of enquiries received completed within deadline) | Enquiries that resulted in a change to an overall grade | (% of total awards where grade changed) |              | Enquiries received at unit level | (% of total unit entry) | Enquiries completed within deadline | (% of enquiries received completed within deadline) | Enquiries that resulted in a change to an overall grade | (% of total awards where grade changed) |
| AQA                               | 2007               | 337                                 | 337   | 100.0%  | 24                                      | 0.00%        | 227                              | 0.01%                   | 227                                 | 100.0%  | 8   | 0.00%                                   |
|                                   | 2008               | 427                                 | 427   | 100.0%  | 35                                      | 0.00%        | 229                              | 0.01%                   | 229                                 | 100.0%  | 11  | 0.00%                                   |
|                                   | 2009               | 670                                 | 670   | 100.0%  | 51                                      | 0.00%        | 246                              | 0.01%                   | 246                                 | 100.0%  | 19  | 0.00%                                   |
|                                   | 2010               | 596                                 | 596   | 100.0%  | 28                                      | 0.00%        | 175                              | 0.01%                   | 175                                 | 100.0%  | 11  | 0.00%                                   |
|                                   | 2011               | 385                                 | 385   | 100.0%  | 28                                      | 0.00%        | 227                              | 0.01%                   | 227                                 | 100.0%  | 5   | 0.00%                                   |
| Edexcel                           | 2007               | 327                                 | 327   | 100.0%  | 3                                       | 0.00%        | 161                              | 0.01%                   | 161                                 | 100.0%  | 5   | 0.00%                                   |
|                                   | 2008               | 171                                 | 171   | 100.0%  | 24                                      | 0.00%        | 204                              | 0.01%                   | 204                                 | 100.0%  | 2   | 0.00%                                   |
|                                   | 2009               | 480                                 | 480   | 100.0%  | 0                                       | 0.00%        | 193                              | 0.01%                   | 193                                 | 100.0%  | 14  | 0.00%                                   |
|                                   | 2010               | 424                                 | 424   | 100.0%  | 2                                       | 0.00%        | 102                              | 0.01%                   | 102                                 | 100.0%  | 0   | 0.00%                                   |
|                                   | 2011               | 445                                 | 445   | 100.0%  | 1                                       | 0.00%        | 110                              | 0.01%                   | 110                                 | 100.0%  | 0   | 0.00%                                   |
| OCR                               | 2007               | 597                                 | 597   | 100.0%  | 70                                      | 0.01%        | 561                              | 0.03%                   | 561                                 | 100.0%  | 31  | 0.01%                                   |
|                                   | 2008               | 349                                 | 349   | 100.0%  | 24                                      | 0.00%        | 543                              | 0.03%                   | 543                                 | 100.0%  | 35  | 0.01%                                   |
|                                   | 2009               | 290                                 | 290   | 100.0%  | 3                                       | 0.00%        | 300                              | 0.02%                   | 300                                 | 100.0%  | 25  | 0.00%                                   |
|                                   | 2010               | 341                                 | 341   | 100.0%  | 41                                      | 0.00%        | 273                              | 0.02%                   | 273                                 | 100.0%  | 10  | 0.00%                                   |
|                                   | 2011               | 264                                 | 264   | 100.0%  | 9                                       | 0.00%        | 188                              | 0.01%                   | 188                                 | 100.0%  | 9   | 0.00%                                   |
| CCEA                              | 2007               | 5                                   | 5   | 100.0%  | 0                                       | 0.00%        | 16                               | 0.01%                   | 16                                  | 100.0%  | 0   | 0.00%                                   |
|                                   | 2008               | 12                                  | 12  | 100.0%  | 0                                       | 0.00%        | 3                                | 0.00%                   | 3                                   | 100.0%  | 0   | 0.00%                                   |
|                                   | 2009               | 7                                   | 7   | 100.0%  | 0                                       | 0.00%        | 1                                | 0.00%                   | 1                                   | 100.0%  | 0   | 0.00%                                   |
|                                   | 2010               | 4                                   | 4   | 100.0%  | 0                                       | 0.00%        | 1                                | 0.00%                   | 0                                   | 0.0%  | 1   | 0.00%                                   |
|                                   | 2011               | 5                                   | 5   | 100.0%  | 2                                       | 0.00%        | 6                                | 0.00%                   | 6                                   | 100.0%  | 0   | 0.00%                                   |
| WJEC                              | 2007               | 81                                  | 81  | 100.0%  | 3                                       | 0.00%        | 26                               | 0.01%                   | 26                                  | 100.0%  | 3   | 0.00%                                   |
|                                   | 2008               | 202                                 | 202   | 100.0%  | 3                                       | 0.00%        | 25                               | 0.01%                   | 25                                  | 100.0%  | 2   | 0.00%                                   |
|                                   | 2009               | 147                                 | 147   | 100.0%  | 3                                       | 0.00%        | 42                               | 0.01%                   | 42                                  | 100.0%  | 0   | 0.00%                                   |
|                                   | 2010               | 121                                 | 121   | 100.0%  | 0                                       | 0.00%        | 33                               | 0.01%                   | 33                                  | 100.0%  | 1   | 0.00%                                   |
|                                   | 2011               | 241                                 | 241   | 100.0%  | 3                                       | 0.00%        | 26                               | 0.01%                   | 26                                  | 100.0%  | 0   | 0.00%                                   |
| ICAAE                             | 2007               |                                     |   |   |   |              |                                  |                         |                                     |   |   |   |
|                                   | 2008               |                                     |   |   |   |              |                                  |                         |                                     |   |   |   |
|                                   | 2009               |                                     |   |   |   |              |                                  |                         |                                     |   |   |   |
|                                   | 2010               |                                     |   |   |   |              |                                  |                         |                                     |   |   |   |
|                                   | 2011               | 2                                   | 2   | 100.0%  | 2                                       | 0.01%        |                                  |                         |                                     |   |   |   |
| <b>Total</b>                      | <b>2007</b>        | <b>1,347</b>                        | <b>1,347</b>  | <b>100.0%</b>   | <b>100</b>                              | <b>0.00%</b> | <b>991</b>                       | <b>0.01%</b>            | <b>991</b>                          | <b>100.0%</b>                                       | <b>47</b>   | <b>0.00%</b>                            |
|                                   | <b>2008</b>        | <b>1,161</b>                        | <b>1,161</b>  | <b>100.0%</b>   | <b>86</b>                               | <b>0.00%</b> | <b>1,004</b>                     | <b>0.01%</b>            | <b>1,004</b>                        | <b>100.0%</b>                                       | <b>50</b>   | <b>0.00%</b>                            |
|                                   | <b>2009</b>        | <b>1,594</b>                        | <b>1,594</b>  | <b>100.0%</b>   | <b>57</b>                               | <b>0.00%</b> | <b>782</b>                       | <b>0.01%</b>            | <b>782</b>                          | <b>100.0%</b>                                       | <b>58</b>   | <b>0.00%</b>                            |
|                                   | <b>2010</b>        | <b>1,486</b>                        | <b>1,486</b>  | <b>100.0%</b>   | <b>71</b>                               | <b>0.00%</b> | <b>584</b>                       | <b>0.01%</b>            | <b>583</b>                          | <b>99.8%</b>  | <b>23</b>   | <b>0.00%</b>                            |
|                                   | <b>2011</b>        | <b>1,342</b>                        | <b>1,342</b>  | <b>100.0%</b>   | <b>45</b>                               | <b>0.00%</b> | <b>557</b>                       | <b>0.01%</b>            | <b>557</b>                          | <b>100.0%</b>                                       | <b>14</b>   | <b>0.00%</b>                            |

**Notes:**

1. Data are supplied by awarding organisations

2. ICAAE awarded GCSEs for the first time in 2011. In previous years specifications were delivered in conjunction with CCEA.

Source: EPG exams monitoring data



**Table 4: Service 2 enquiries - non-priority re-mark, summer examination series, 2007-2011**Table 4: Service 2 Non-Priority<sup>1</sup> (re-mark) enquiries for the summer examination series, by qualification, 2007-2011

England, Wales &amp; Northern Ireland

|              | Year        | GCSE (awards)      |                                     |   |   |   | GCE (unit entry) <sup>1</sup>    |                         |                                     |   |   | GCE (awards)                            |  |
|--------------|-------------|--------------------|-------------------------------------|---|---|---|----------------------------------|-------------------------|-------------------------------------|---|---|---|--|
|              |             | Enquiries received | Enquiries completed within deadline | (% of enquiries received completed within deadline) | Enquiries that resulted in a change to an overall grade | (% of total awards where grade changed) | Enquiries received at unit level | (% of total unit entry) | Enquiries completed within deadline | (% of enquiries received completed within deadline) | Enquiries that resulted in a change to an overall grade | (% of total awards where grade changed) |  |
| AQA          | 2007        | 34,629             | 34,629                              | 100.0%  | 8,007   | 0.28%                                   | 18,874                           | 0.70%                   | 18,874                              | 100.0%  | 3,407   | 0.39%                                   |  |
|              | 2008        | 41,323             | 41,323                              | 100.0%  | 7,229   | 0.24%                                   | 22,342                           | 0.83%                   | 22,342                              | 100.0%  | 2,863   | 0.32%                                   |  |
|              | 2009        | 44,351             | 44,351                              | 100.0%  | 7,330   | 0.26%                                   | 20,084                           | 0.86%                   | 20,084                              | 100.0%  | 2,506   | 0.27%                                   |  |
|              | 2010        | 45,098             | 45,098                              | 100.0%  | 8,915   | 0.33%                                   | 21,067                           | 1.00%                   | 21,067                              | 100.0%  | 3,468   | 0.37%                                   |  |
|              | 2011        | 57,334             | 57,334                              | 100.0%  | 10,003  | 0.39%                                   | 23,138                           | 1.10%                   | 23,138                              | 100.0%  | 4,156   | 0.40%                                   |  |
| Edexcel      | 2007        | 14,983             | 14,983                              | 100.0%  | 3,460   | 0.26%                                   | 13,949                           | 0.75%                   | 13,949                              | 100.0%  | 1,302   | 0.24%                                   |  |
|              | 2008        | 17,743             | 17,743                              | 100.0%  | 3,872   | 0.28%                                   | 15,636                           | 0.83%                   | 15,636                              | 100.0%  | 1,574   | 0.28%                                   |  |
|              | 2009        | 22,599             | 22,599                              | 100.0%  | 4,888   | 0.36%                                   | 15,018                           | 1.02%                   | 15,018                              | 100.0%  | 1,688   | 0.33%                                   |  |
|              | 2010        | 24,853             | 24,853                              | 100.0%  | 5,110   | 0.37%                                   | 12,265                           | 1.00%                   | 12,265                              | 100.0%  | 1,281   | 0.27%                                   |  |
|              | 2011        | 30,916             | 30,916                              | 100.0%  | 5,602   | 0.39%                                   | 13,708                           | 0.92%                   | 13,708                              | 100.0%  | 1,583   | 0.26%                                   |  |
| OCR          | 2007        | 15,821             | 15,821                              | 100.0%  | 2,641   | 0.21%                                   | 12,610                           | 0.73%                   | 12,610                              | 100.0%  | 958   | 0.17%                                   |  |
|              | 2008        | 18,638             | 18,638                              | 100.0%  | 3,079   | 0.25%                                   | 14,572                           | 0.86%                   | 14,572                              | 100.0%  | 897   | 0.16%                                   |  |
|              | 2009        | 19,267             | 19,267                              | 100.0%  | 1,241   | 0.10%                                   | 13,701                           | 0.89%                   | 13,701                              | 100.0%  | 1,260   | 0.22%                                   |  |
|              | 2010        | 20,033             | 20,033                              | 100.0%  | 3,959   | 0.32%                                   | 13,011                           | 0.91%                   | 13,011                              | 100.0%  | 1,378   | 0.23%                                   |  |
|              | 2011        | 19,886             | 19,886                              | 100.0%  | 2,755   | 0.26%                                   | 14,909                           | 1.07%                   | 14,909                              | 100.0%  | 1,641   | 0.26%                                   |  |
| CCEA         | 2007        | 3,626              | 3,616                               | 99.7%   | 875   | 0.49%                                   | 1,494                            | 1.09%                   | 1,494                               | 100.0%  | 128   | 0.62%                                   |  |
|              | 2008        | 4,131              | 4,112                               | 99.5%   | 880   | 0.54%                                   | 1,744                            | 1.26%                   | 1,723                               | 98.8%   | 178   | 0.37%                                   |  |
|              | 2009        | 3,669              | 3,669                               | 100.0%  | 634   | 0.38%                                   | 1,935                            | 1.29%                   | 1,935                               | 100.0%  | 291   | 0.51%                                   |  |
|              | 2010        | 4,751              | 4,751                               | 100.0%  | 871   | 0.50%                                   | 2,155                            | 1.60%                   | 2,155                               | 100.0%  | 268   | 0.46%                                   |  |
|              | 2011        | 4,843              | 4,843                               | 100.0%  | 578   | 0.39%                                   | 2,407                            | 1.72%                   | 2,407                               | 100.0%  | 365   | 0.60%                                   |  |
| WJEC         | 2007        | 2,677              | 2,677                               | 100.0%  | 544   | 0.10%                                   | 1,111                            | 0.30%                   | 1,111                               | 100.0%  | 138   | 0.12%                                   |  |
|              | 2008        | 4,146              | 4,143                               | 99.9%   | 765   | 0.14%                                   | 1,492                            | 0.38%                   | 1,492                               | 100.0%  | 193   | 0.15%                                   |  |
|              | 2009        | 4,931              | 4,931                               | 100.0%  | 916   | 0.16%                                   | 2,786                            | 0.68%                   | 2,786                               | 100.0%  | 415   | 0.26%                                   |  |
|              | 2010        | 6,322              | 6,322                               | 100.0%  | 1,185   | 0.20%                                   | 3,147                            | 0.76%                   | 3,147                               | 100.0%  | 420   | 0.23%                                   |  |
|              | 2011        | 10,037             | 10,037                              | 100.0%  | 1,289   | 0.21%                                   | 3,300                            | 0.78%                   | 3,300                               | 100.0%  | 488   | 0.25%                                   |  |
| ICAAE        | 2007        |                    |                                     |   |   |   |                                  |                         |                                     |   |   |   |  |
|              | 2008        |                    |                                     |   |   |   |                                  |                         |                                     |   |   |   |  |
|              | 2009        |                    |                                     |   |   |   |                                  |                         |                                     |   |   |   |  |
|              | 2010        |                    |                                     |   |   |   |                                  |                         |                                     |   |   |   |  |
|              | 2011        | 168                | 168                                 | 100.0%  | 66  | 0.41%                                   |                                  |                         |                                     |   |   |   |  |
| <b>Total</b> | <b>2007</b> | <b>71,736</b>      | <b>71,726</b>                       | <b>100.0%</b>                                       | <b>15,527</b>   | <b>0.25%</b>                            | <b>48,038</b>                    | <b>0.71%</b>            | <b>48,038</b>                       | <b>100.0%</b>                                       | <b>5,933</b>  | <b>0.28%</b>                            |  |
|              | <b>2008</b> | <b>85,981</b>      | <b>85,959</b>                       | <b>100.0%</b>                                       | <b>15,825</b>   | <b>0.25%</b>                            | <b>55,786</b>                    | <b>0.82%</b>            | <b>55,765</b>                       | <b>100.0%</b>                                       | <b>5,705</b>  | <b>0.26%</b>                            |  |
|              | <b>2009</b> | <b>94,817</b>      | <b>94,817</b>                       | <b>100.0%</b>                                       | <b>15,009</b>   | <b>0.24%</b>                            | <b>53,524</b>                    | <b>0.90%</b>            | <b>53,524</b>                       | <b>100.0%</b>                                       | <b>6,160</b>  | <b>0.28%</b>                            |  |
|              | <b>2010</b> | <b>101,057</b>     | <b>101,057</b>                      | <b>100.0%</b>                                       | <b>20,040</b>   | <b>0.33%</b>                            | <b>51,645</b>                    | <b>0.97%</b>            | <b>51,645</b>                       | <b>100.0%</b>                                       | <b>6,815</b>  | <b>0.30%</b>                            |  |
|              | <b>2011</b> | <b>123,184</b>     | <b>123,184</b>                      | <b>100.0%</b>                                       | <b>20,293</b>   | <b>0.35%</b>                            | <b>57,462</b>                    | <b>1.04%</b>            | <b>57,462</b>                       | <b>100.0%</b>                                       | <b>8,233</b>  | <b>0.32%</b>                            |  |

**Notes:**

- In 2008 the deadline for this service was reduced from 35 calendar days to 30 calendar days
- Data are supplied by awarding organisations
- ICAAE awarded GCSEs for the first time in 2011. In previous years specifications were delivered in conjunction with CCEA.

Source: EPG exams monitoring data

**Table 5: Service 2 enquiries - priority re-mark, summer examination series, 2007-2011**

| England, Wales & Northern Ireland |                                  |                         |                                     |   |   |   |              |
|-----------------------------------|----------------------------------|-------------------------|-------------------------------------|---|---|---|--------------|
| Year                              | GCE (unit entry) <sup>1</sup>    |                         |                                     |   | GCE (awards)  |   |              |
|                                   | Enquiries received at unit level | (% of total unit entry) | Enquiries completed within deadline | (% of enquiries received completed within deadline) | Enquiries that resulted in a change to an overall grade | (% of total awards where grade changed) |              |
| AQA                               | 2007                             | 3,128                   | 0.12%                               | 3,128   | 100.0%  | 756                                     | 0.09%        |
|                                   | 2008                             | 4,225                   | 0.16%                               | 4,225   | 100.0%  | 500                                     | 0.06%        |
|                                   | 2009                             | 4,824                   | 0.21%                               | 4,824   | 100.0%  | 554                                     | 0.06%        |
|                                   | 2010                             | 5,996                   | 0.29%                               | 5,996   | 100.0%  | 1,063                                   | 0.11%        |
|                                   | 2011                             | 7,954                   | 0.38%                               | 7,954   | 100.0%  | 1,432                                   | 0.14%        |
| Edexcel                           | 2007                             | 2,995                   | 0.16%                               | 2,995   | 100.0%  | 208                                     | 0.04%        |
|                                   | 2008                             | 4,265                   | 0.23%                               | 4,265   | 100.0%  | 423                                     | 0.07%        |
|                                   | 2009                             | 4,532                   | 0.31%                               | 4,532   | 100.0%  | 435                                     | 0.08%        |
|                                   | 2010                             | 3,564                   | 0.29%                               | 3,564   | 100.0%  | 510                                     | 0.11%        |
|                                   | 2011                             | 4,720                   | 0.32%                               | 4,720   | 100.0%  | 468                                     | 0.08%        |
| OCR                               | 2007                             | 2,782                   | 0.16%                               | 2,782   | 100.0%  | 206                                     | 0.04%        |
|                                   | 2008                             | 3,685                   | 0.22%                               | 3,685   | 100.0%  | 189                                     | 0.03%        |
|                                   | 2009                             | 3,894                   | 0.25%                               | 3,887   | 99.8%   | 332                                     | 0.06%        |
|                                   | 2010                             | 3,899                   | 0.27%                               | 3,899   | 100.0%  | 408                                     | 0.07%        |
|                                   | 2011                             | 4,554                   | 0.33%                               | 4,554   | 100.0%  | 564                                     | 0.09%        |
| CCEA                              | 2007                             | 519                     | 0.38%                               | 517   | 99.6%   | 92                                      | 0.44%        |
|                                   | 2008                             | 535                     | 0.39%                               | 519   | 97.0%   | 55                                      | 0.11%        |
|                                   | 2009                             | 606                     | 0.40%                               | 606   | 100.0%  | 72                                      | 0.13%        |
|                                   | 2010                             | 714                     | 0.53%                               | 714   | 100.0%  | 71                                      | 0.12%        |
|                                   | 2011                             | 908                     | 0.65%                               | 908   | 100.0%  | 98                                      | 0.16%        |
| WJEC                              | 2007                             | 186                     | 0.05%                               | 186   | 100.0%  | 22                                      | 0.02%        |
|                                   | 2008                             | 288                     | 0.07%                               | 288   | 100.0%  | 35                                      | 0.03%        |
|                                   | 2009                             | 301                     | 0.07%                               | 301   | 100.0%  | 56                                      | 0.04%        |
|                                   | 2010                             | 495                     | 0.12%                               | 495   | 100.0%  | 96                                      | 0.05%        |
|                                   | 2011                             | 833                     | 0.20%                               | 833   | 100.0%  | 131                                     | 0.07%        |
| <b>Total</b>                      | <b>2007</b>                      | <b>9,610</b>            | <b>0.14%</b>                        | <b>9,608</b>  | <b>100.0%</b>   | <b>1,284</b>                            | <b>0.06%</b> |
|                                   | <b>2008</b>                      | <b>12,998</b>           | <b>0.19%</b>                        | <b>12,982</b>                                       | <b>99.9%</b>  | <b>1,202</b>                            | <b>0.05%</b> |
|                                   | <b>2009</b>                      | <b>14,157</b>           | <b>0.24%</b>                        | <b>14,150</b>                                       | <b>100.0%</b>   | <b>1,449</b>                            | <b>0.07%</b> |
|                                   | <b>2010</b>                      | <b>14,668</b>           | <b>0.28%</b>                        | <b>14,668</b>                                       | <b>100.0%</b>   | <b>2,148</b>                            | <b>0.10%</b> |
|                                   | <b>2011</b>                      | <b>18,969</b>           | <b>0.34%</b>                        | <b>18,969</b>                                       | <b>100.0%</b>   | <b>2,693</b>                            | <b>0.11%</b> |

**Notes:**

1. Data are supplied by awarding organisations
2. ICAAE do not award GCEs.

Source: EPG exams monitoring data

**Table 6: Service 3 enquiries - re-moderation of internal assessment, summer examination series, 2007-2011**

| England, Wales & Northern Ireland |                                 |                                     |   |  |   |   |                               |                                     |   |  |   |              |
|-----------------------------------|---------------------------------|-------------------------------------|---|--|---|---|-------------------------------|-------------------------------------|---|--|---|--------------|
|                                   |                                 | GCSE (awards)                       |   |  |   |   | GCE (unit entry) <sup>1</sup> |                                     |   |  | GCE (awards)                            |              |
| Year                              | Enquiries received <sup>1</sup> | Enquiries completed within deadline | (% of enquiries received completed within deadline) | Enquiries that resulted in a change to an overall grade <sup>2</sup> | (% of total awards where grade changed) | Enquiries received at unit level <sup>1</sup> | (% of total unit entry)       | Enquiries completed within deadline | (% of enquiries received completed within deadline) | Enquiries that resulted in a change to an overall grade <sup>2</sup> | (% of total awards where grade changed) |              |
| AQA                               | 2007                            | 796                                 | 796   | 100.0%   | 3,091                                   | 0.11%   | 687                           | 0.03%                               | 687   | 100.0%   | 603                                     | 0.07%        |
|                                   | 2008                            | 658                                 | 658   | 100.0%   | 3,051                                   | 0.10%   | 631                           | 0.02%                               | 631   | 100.0%   | 720                                     | 0.08%        |
|                                   | 2009                            | 588                                 | 588   | 100.0%   | 2,828                                   | 0.10%   | 586                           | 0.02%                               | 586   | 100.0%   | 823                                     | 0.09%        |
|                                   | 2010                            | 479                                 | 478   | 99.8%  | 2,441                                   | 0.09%   | 431                           | 0.02%                               | 431   | 100.0%   | 986                                     | 0.10%        |
|                                   | 2011                            | 788                                 | 785   | 99.6%  | 3,369                                   | 0.13%   | 361                           | 0.02%                               | 360   | 99.7%  | 541                                     | 0.05%        |
| Edexcel                           | 2007                            | 425                                 | 425   | 100.0%   | 1,411                                   | 0.10%   | 445                           | 0.02%                               | 444   | 99.8%  | 275                                     | 0.05%        |
|                                   | 2008                            | 386                                 | 386   | 100.0%   | 1,725                                   | 0.13%   | 355                           | 0.02%                               | 355   | 100.0%   | 258                                     | 0.05%        |
|                                   | 2009                            | 284                                 | 284   | 100.0%   | 1,134                                   | 0.08%   | 455                           | 0.03%                               | 454   | 99.8%  | 297                                     | 0.06%        |
|                                   | 2010                            | 313                                 | 313   | 100.0%   | 1,068                                   | 0.08%   | 382                           | 0.03%                               | 382   | 100.0%   | 367                                     | 0.08%        |
|                                   | 2011                            | 671                                 | 663   | 98.8%  | 2,014                                   | 0.14%   | 567                           | 0.04%                               | 566   | 99.8%  | 530                                     | 0.09%        |
| OCR                               | 2007                            | 278                                 | 278   | 100.0%   | 272                                     | 0.02%   | 245                           | 0.01%                               | 245   | 100.0%   | 51                                      | 0.01%        |
|                                   | 2008                            | 320                                 | 320   | 100.0%   | 1,048                                   | 0.09%   | 219                           | 0.01%                               | 219   | 100.0%   | 84                                      | 0.02%        |
|                                   | 2009                            | 321                                 | 321   | 100.0%   | 593                                     | 0.05%   | 270                           | 0.02%                               | 270   | 100.0%   | 344                                     | 0.06%        |
|                                   | 2010                            | 281                                 | 281   | 100.0%   | 589                                     | 0.05%   | 347                           | 0.02%                               | 347   | 100.0%   | 168                                     | 0.03%        |
|                                   | 2011                            | 313                                 | 313   | 100.0%   | 550                                     | 0.05%   | 340                           | 0.02%                               | 340   | 100.0%   | 198                                     | 0.03%        |
| CCEA                              | 2007                            | 9                                   | 9   | 100.0%   | 8                                       | 0.00%   | 5                             | 0.00%                               | 5   | 100.0%   | 1                                       | 0.00%        |
|                                   | 2008                            | 7                                   | 7   | 100.0%   | 4                                       | 0.00%   | 14                            | 0.01%                               | 14  | 100.0%   | 4                                       | 0.01%        |
|                                   | 2009                            | 6                                   | 6   | 100.0%   | 78                                      | 0.05%   | 2                             | 0.00%                               | 2   | 100.0%   | 0                                       | 0.00%        |
|                                   | 2010                            | 8                                   | 8   | 100.0%   | 0                                       | 0.00%   | 4                             | 0.00%                               | 4   | 100.0%   | 1                                       | 0.00%        |
|                                   | 2011                            | 9                                   | 9   | 100.0%   | 1                                       | 0.00%   | 1                             | 0.00%                               | 1   | 100.0%   | 1                                       | 0.00%        |
| WJEC                              | 2007                            | 14                                  | 14  | 100.0%   | 65                                      | 0.01%   | 3                             | 0.00%                               | 3   | 100.0%   | 19                                      | 0.02%        |
|                                   | 2008                            | 26                                  | 26  | 100.0%   | 101                                     | 0.02%   | 22                            | 0.01%                               | 20  | 90.9%  | 16                                      | 0.01%        |
|                                   | 2009                            | 27                                  | 27  | 100.0%   | 67                                      | 0.01%   | 36                            | 0.01%                               | 36  | 100.0%   | 6                                       | 0.00%        |
|                                   | 2010                            | 8                                   | 8   | 100.0%   | 11                                      | 0.00%   | 27                            | 0.01%                               | 27  | 100.0%   | 35                                      | 0.02%        |
|                                   | 2011                            | 6                                   | 6   | 100.0%   | 0                                       | 0.00%   | 37                            | 0.01%                               | 37  | 100.0%   | 35                                      | 0.02%        |
| ICAAE                             | 2007                            |                                     |   |  |   |   |                               |                                     |   |  |   |              |
|                                   | 2008                            |                                     |   |  |   |   |                               |                                     |   |  |   |              |
|                                   | 2009                            |                                     |   |  |   |   |                               |                                     |   |  |   |              |
|                                   | 2010                            |                                     |   |  |   |   |                               |                                     |   |  |   |              |
|                                   | 2011                            | 1                                   | 1   | 100.0%   | 1                                       | 0.01%   |                               |                                     |   |  |   |              |
| <b>Total</b>                      | <b>2007</b>                     | <b>1,522</b>                        | <b>1,522</b>  | <b>100.0%</b>  | <b>4,847</b>                            | <b>0.08%</b>                                  | <b>1,385</b>                  | <b>0.02%</b>                        | <b>1,384</b>  | <b>99.9%</b>   | <b>949</b>                              | <b>0.04%</b> |
|                                   | <b>2008</b>                     | <b>1,397</b>                        | <b>1,397</b>  | <b>100.0%</b>  | <b>5,929</b>                            | <b>0.09%</b>                                  | <b>1,241</b>                  | <b>0.02%</b>                        | <b>1,239</b>  | <b>99.8%</b>   | <b>1,082</b>                            | <b>0.05%</b> |
|                                   | <b>2009</b>                     | <b>1,226</b>                        | <b>1,226</b>  | <b>100.0%</b>  | <b>4,700</b>                            | <b>0.08%</b>                                  | <b>1,349</b>                  | <b>0.02%</b>                        | <b>1,348</b>  | <b>99.9%</b>   | <b>1,470</b>                            | <b>0.07%</b> |
|                                   | <b>2010</b>                     | <b>1,089</b>                        | <b>1,088</b>  | <b>99.9%</b>   | <b>4,109</b>                            | <b>0.07%</b>                                  | <b>1,191</b>                  | <b>0.02%</b>                        | <b>1,191</b>  | <b>100.0%</b>  | <b>1,557</b>                            | <b>0.07%</b> |
|                                   | <b>2011</b>                     | <b>1,788</b>                        | <b>1,777</b>  | <b>99.4%</b>   | <b>5,935</b>                            | <b>0.10%</b>                                  | <b>1,306</b>                  | <b>0.02%</b>                        | <b>1,304</b>  | <b>99.8%</b>   | <b>1,305</b>                            | <b>0.05%</b> |

**Notes:**

1. An enquiry is made by a centre and covers more than one candidate's internal assessment work
2. Prior to 2009, only enquiries that resulted in a grade that went up were recorded
3. Data are supplied by awarding organisations
4. ICAAE awarded GCSEs for the first time in 2011. In previous years specifications were delivered in conjunction with CCEA.

Source: EPG exams monitoring data

We wish to make our publications widely accessible. Please contact us if you have any specific accessibility requirements.

First published by the Office of Qualifications and Examinations Regulation in 2011.

© Crown copyright 2011

© Council for the Curriculum, Examinations and Assessment 2011

You may re-use this publication (not including logos) free of charge in any format or medium, under the terms of the [Open Government Licence](#). To view this licence, [visit The National Archives](#); or write to the Information Policy Team, The National Archives, Kew, Richmond, Surrey, TW9 4DU; or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)

This publication is also available on our website at [www.ofqual.gov.uk](http://www.ofqual.gov.uk)

Any enquiries regarding this publication should be sent to us at:

|  |                   |
|--|-------------------|
| Office of Qualifications and Examinations Regulation |                   |
| Spring Place   | 2nd Floor         |
| Coventry Business Park                               | Glendinning House |
| Herald Avenue  | 6 Murray Street   |
| Coventry CV5 6UB                                     | Belfast BT1 6DN   |

Telephone 0300 303 3344

Textphone 0300 303 3345

Helpline 0300 303 3346

Alison Fisher Head of Statistics

Chris Harvey Policy Lead

Please email any queries to [Statistics@Ofqual.gov.uk](mailto:Statistics@Ofqual.gov.uk)