

Statistical Release

Enquiries about Results for GCSE and A level: Summer 2014 Exam Series

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Key points

This release provides information on the number of enquiries about results made for GCSE and A level qualifications in England, Wales and Northern Ireland, other UK regions and overseas, during the summer 2014 exam series. It also provides data on the number of resulting qualification grade changes and the average time taken to complete an enquiry.

The key findings for this release are as follows:

- Changes to qualifications in summer 2014 meant a greater volume of exams were taken compared to recent years. Entries were up 11 per cent on 2013.
- The number of individual enquiries rose by 48 per cent, from 304,400 last summer, to 451,000 in summer 2014. These enquiries relate to 414,850 qualification results. This is a 26 per cent increase on 2013 when 329,750 results were challenged.
- In total, 77,400 qualification grades were changed, up from 54,400 in 2013. This represents less than 1 per cent of all grades issued and 18.7 per cent of all grades challenged. This is up from 16.5 per cent in 2013, but in line with 2010 when it was 18.3 per cent.
- The higher volume of enquiries meant that turnaround times by exam boards were slightly longer, although still within agreed timescales. Reviews of marking took, on average, 12 days, compared to 10 days in 2013. Priority reviews (A level only) took, on average, seven days, compared to five days in 2013.

Introduction

This statistical release, published on behalf of the qualifications regulators for England, Wales and Northern Ireland, presents data on enquiries about results made to exam boards for the summer 2014 GCSE and A level¹ exam series.

If a school or college is concerned about the accuracy of a candidate's result, it can ask the exam board to investigate the marking. This is known as an enquiry about result. Each exam board offers three services for reviewing and checking the marking of exam papers and non-exam assessment:

- Service 1: a clerical recheck for an individual candidate
- Service 2:
 - non-priority: a review of marking for an individual candidate
 - priority: a review of marking for an individual candidate – schools and colleges can request this faster service for A level only, for students whose university place is dependent on the outcome
- Service 3: a re-moderation of the school or college's internal assessment using the sample of candidates' work that was used in the initial moderation.

Further information on the enquiries about results process and the different services available can be found in background notes on page 15.

Five exam boards offer GCSE and A level qualifications in England, Wales and Northern Ireland, other UK regions and overseas:

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

From 2011 to 2013, International Curriculum & Assessment Agency (Examinations) (ICAA(E)) also offered GCSEs.

¹ In this release, AS figures are included in the figures reported for A level since AS units are a subset of the A level qualification.

Ofqual published provisional figures on enquiries about results on 21st October 2014.²

It is also important to note the impact of changes to the qualifications for summer 2014. From 2014 GCSEs taken in England were 'linear' in that all assessments had to be taken at the end of the period of study. Also from 2014 there were no January assessments for AS or A level in England. This means that entries that, previously, would have been made throughout the year in a modular system are being made in the summer, leading to a large rise in entries in summer 2014. These changes limit the meaningfulness of comparisons over time.

Note that figures within the commentary and tables have been rounded to the nearest 50 (with the exception of service 1 where the figures are too small).

All tables referred to in the text are provided in the appendix.

A glossary of terms is available on page 22 to help you interpret this release.

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<http://webarchive.nationalarchives.gov.uk/20141031163546/http://ofqual.gov.uk/standards/statistics/enquiries-about-results>

Key statistics

GCSE and A level qualifications are made up of a number of individual assessments (exam papers and/or coursework or controlled assessment tasks). Schools and colleges can submit enquiries about results for one or more of the assessments in a qualification.

Following the release of results from summer 2014, there were 451,000 enquiries about results across the three service types, including priority service 2. This is a 48 per cent increase on 2013 (304,400 enquiries). This is in the context of over 22 million unit entries for exams and internal assessments in summer 2014, an 11 per cent increase compared with summer 2013 (see table 1 in the appendix).

Enquiries, grades challenged and grade changes:

	Year	Enquiries (all)	Qualification grades challenged (all services)	Qualification grades changed (all services)	% of qualification grades challenged that resulted in a change	Number of certifications	% of total certifications changed
GCSE	2013	196,200	234,050	36,950	15.8%	5,872,050	0.63%
	2014	305,250	292,350	54,250	18.6%	5,528,750	0.98%
	% change	55.6%	24.9%	46.7%		-5.8%	
A level	2013	108,200	95,750	17,400	18.2%	2,424,450	0.72%
	2014	145,750	122,500	23,200	18.9%	2,440,550	0.95%
	% change	34.72%	28.0%	33.1%		0.7%	
Total	2013	304,400	329,750	54,400	16.5%	8,296,500	0.66%
	2014	451,000	414,850	77,400	18.7%	7,969,300	0.97%
	% change	48.2%	25.8%	42.4%		-3.9%	

Notes:

1. For figures over the last five years, see table 3.
2. Figures have been rounded to the nearest 50.

The 451,000 enquiries about results relate to 414,850 qualification results. This is a 26 per cent increase on 2013 when 329,750 results were challenged.

The proportion of qualification grades that are changed as a result of enquiries has remained fairly consistent over the last five years. In 2014, 18.7 per cent of grades challenged resulted in a change. This is up on last year when it was 16.5 per cent, but similar to 2010 when it was 18.3 per cent (see table 3).

In total, there were 77,400 qualification grade changes resulting from all three services in summer 2014. This represents 1 per cent of all certifications and is a 42 per cent increase compared with summer 2013.

Thirty-three enquiries were still being processed at the time of data collection but they were within agreed turnaround times.

Statistical analysis

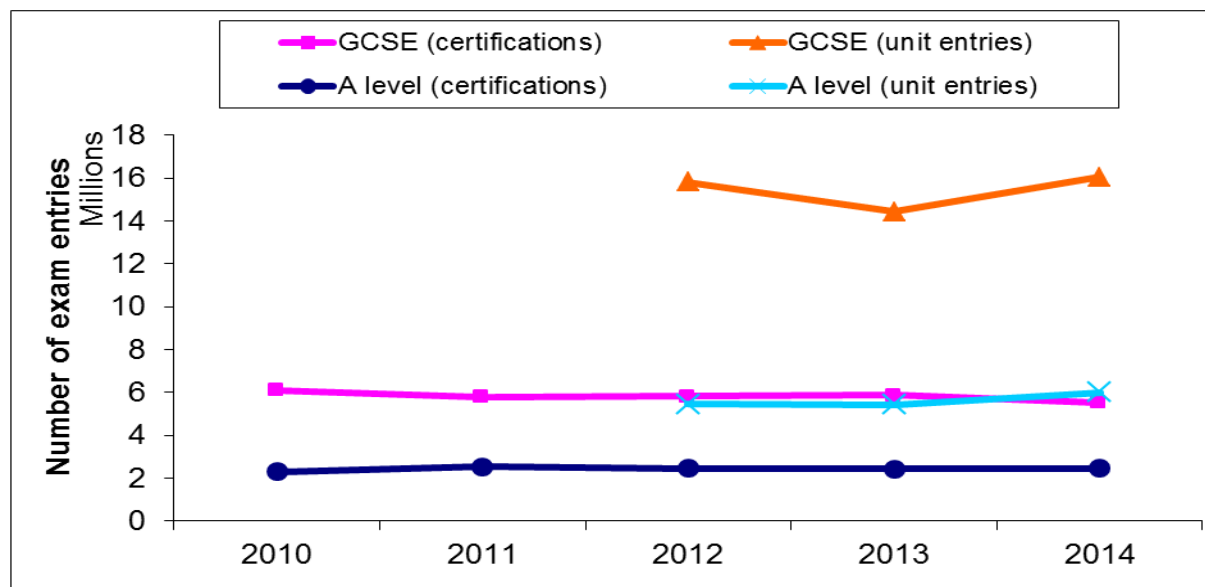
Certifications and entries

In the summer 2014 exam series, more than 2.4 million AS and A level certifications³ and over 5.5 million GCSE certifications were made in England, Wales and Northern Ireland, other UK regions and overseas.⁴ The number of GCSE and A level certifications has remained fairly constant over the last five years (see figure 1).

There were 16 million GCSE unit entries in summer 2014, an increase of 11 per cent from 2013. The recent return to linear assessments⁵ for GCSEs in England will have contributed to this increase. A school or college submits entries on behalf of its candidates to the relevant exam board. An entry is a single unit of assessment for a GCSE or A level qualification (for example, an exam or other form of assessment). For linear specifications, units are often referred to as components.

There were 6 million A level unit entries in summer 2014, up 11 per cent on last year. The removal of the January exam series in England will have contributed to the increase in summer entries (see table 1 and figure 1).

Figure 1: Total entries for GCSE and A level, summer exam series, 2010–14



Note:

Entry figures were collected differently in 2010 and 2011, which is why entry data prior to 2012 is not included.

³ A certification is a formal acknowledgement of a candidate's achievement.

⁴ These figures include applied subjects.

⁵ Exams taken at the end of the period of study

Number of enquiries about results

As previously stated there were 451,000 enquiries about results submitted across the three service types:

	GCSE enquiries	A level enquiries
Service 1 (clerical check)	1,770	1,040
Service 2 (non-priority review of marking)	301,400	115,000
Service 2 (priority review of marking)		28,050
Service 3 (internal assessment re-moderation)	2,100	1,650
Total number of enquiries	305,250	145,750

Note: Figures above have been rounded to the nearest 50 with the exception of service 1, which has been rounded to the nearest ten to protect confidentiality.

Qualification grade changes

Schools and colleges can submit enquiries about results for one or more of the assessments for a qualification, so in some cases more than one enquiry relates to a single qualification grade.

In total, there were 414,850 qualification results involved in the enquiries about results, up from 329,750 in summer 2013 – a 26 per cent increase.

When an enquiry about results is made, there are three possible outcomes:

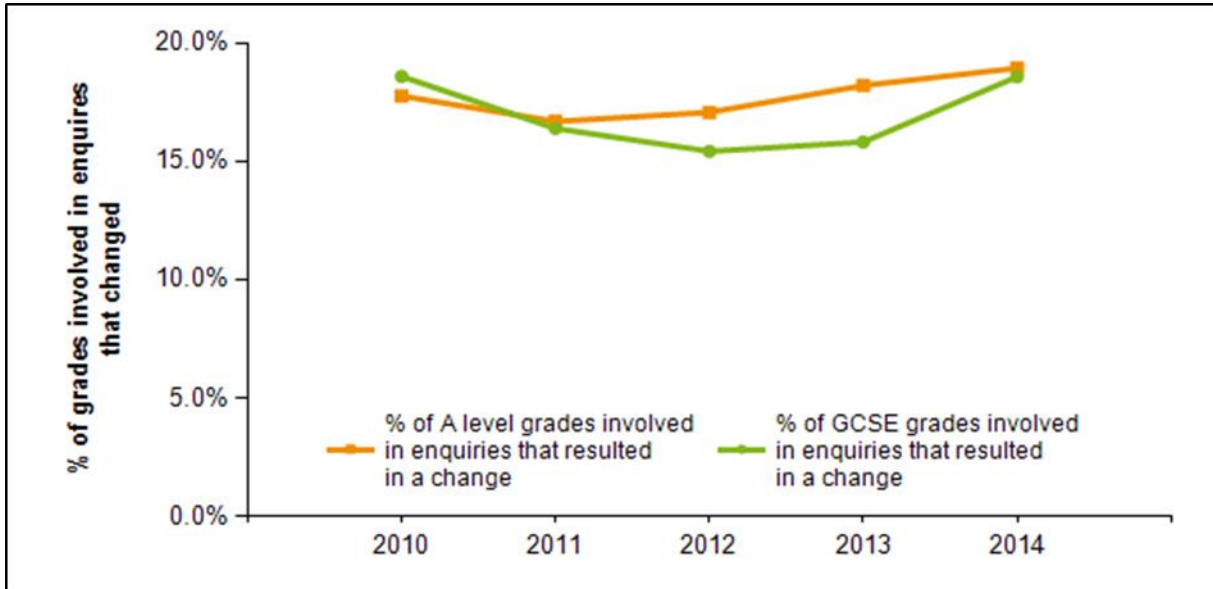
- The original mark is deemed appropriate, resulting in no mark adjustment.
- A mark adjustment is made (up or down), but there is no change to the overall qualification grade.
- A mark adjustment is made (up or down), which in turn results in a change to the qualification grade.

For GCSE, 292,350 qualification results were challenged through enquiries across all three services. Of these, 54,250 resulted in a qualification grade change (53,850 grades went up, 400 went down), representing 18.6 per cent of qualification grades challenged. This is an increase on last year when 15.8 per cent of grades challenged were changed, but the same as in 2010, (see table 3 and figure 2).

At A level, 122,500 qualification results were challenged through enquiries across all three services. Of these, 23,200 resulted in a grade change (22,550 grades went up, 600 went down), representing 18.9 per cent of grades challenged. This is slightly

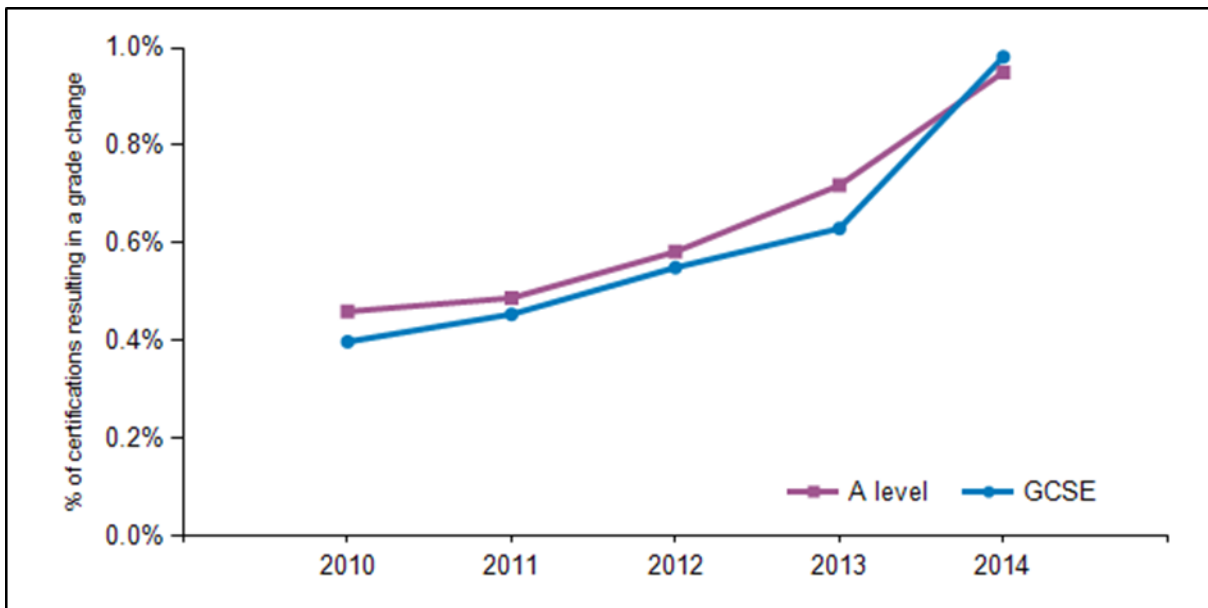
higher than last year when 18.2 per cent of grades resulted in a change (see table 3 and figure 2).

Figure 2: Percentage of GCSE and A level qualification results involved in enquiries that had a grade change, summer exam series, 2010–14



In summer 2014, the 54,250 GCSE grade changes represented 0.98 per cent of all GCSE certificates. For A level, the 23,200 grade changes represented 0.95 per cent of all A level certificates (see table 2 and figure 3).

Figure 3: Qualification grade changes resulting from an enquiry as a percentage of total certifications, summer exam series, 2010–14

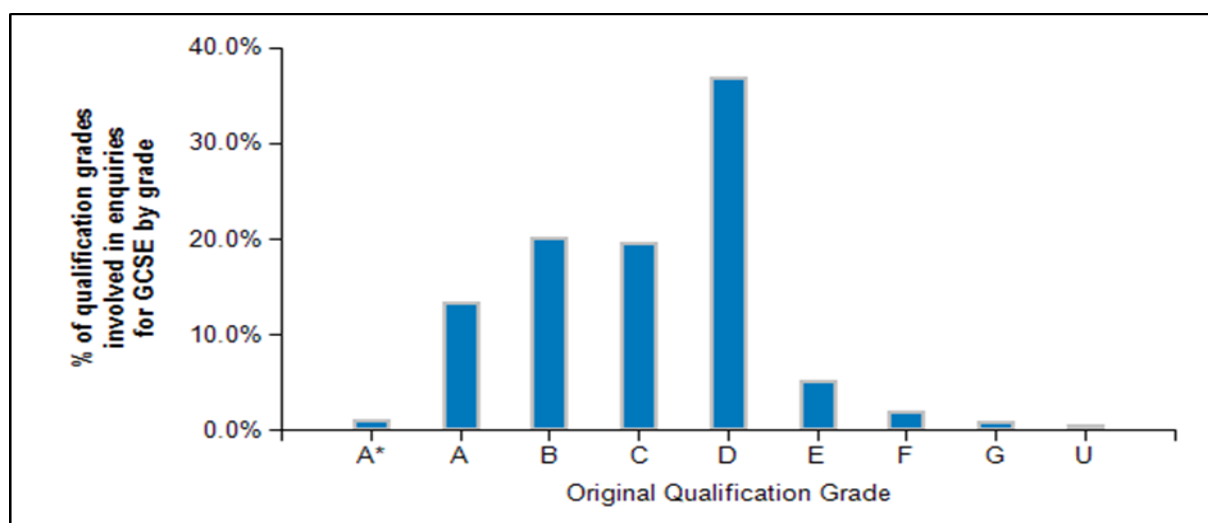


Grade changes for both GCSE and A level amount to less than 1 per cent of all certifications for both qualifications. However, over the last five years, there has been a steady increase in the percentage of overall certifications where the qualification grade changed following an enquiry.

Grades subject to an enquiry

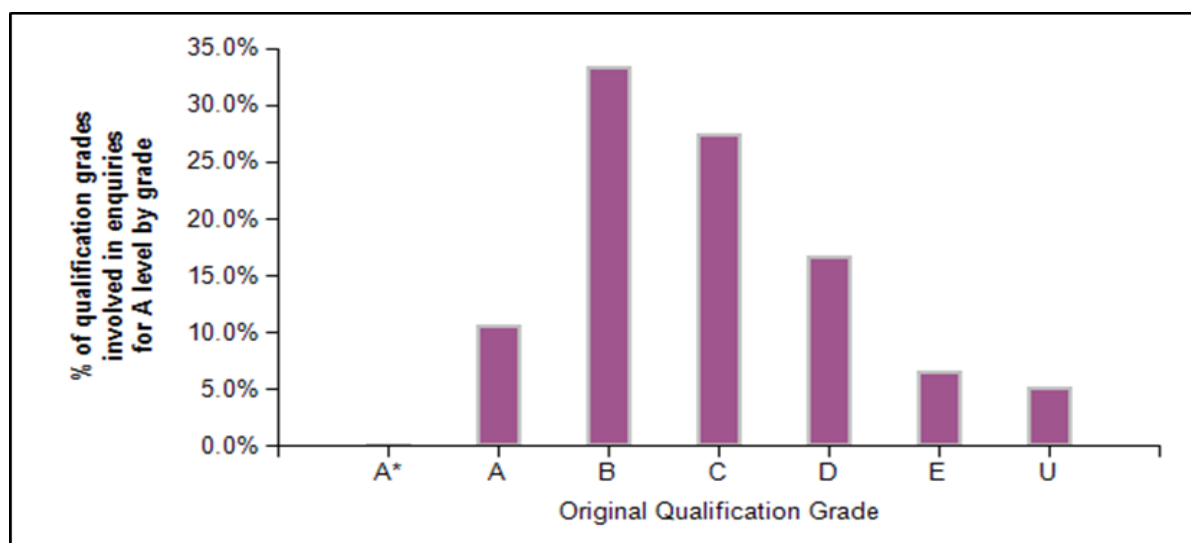
For GCSE, schools and colleges were more likely to submit enquiries for candidates whose original grade was D than for any other grades. Of all GCSE grades involved in enquiries, 37 per cent (102,750) were originally graded D (see table 4 and figure 4). This is likely to reflect the importance, both for schools and colleges and students, of the grade C.

Figure 4: Percentage of qualification grades involved in enquiries for GCSE, summer exam series 2014



For A level, schools and colleges were more likely to submit enquiries for candidates whose original grade was B. Thirty-one per cent (37,100) of all A level grades involved in enquiries were originally graded B (see table 4 and figure 5).

Figure 5: Percentage of qualification grades involved in enquiries for A level, summer exam series 2014



Services

Service 1: clerical recheck

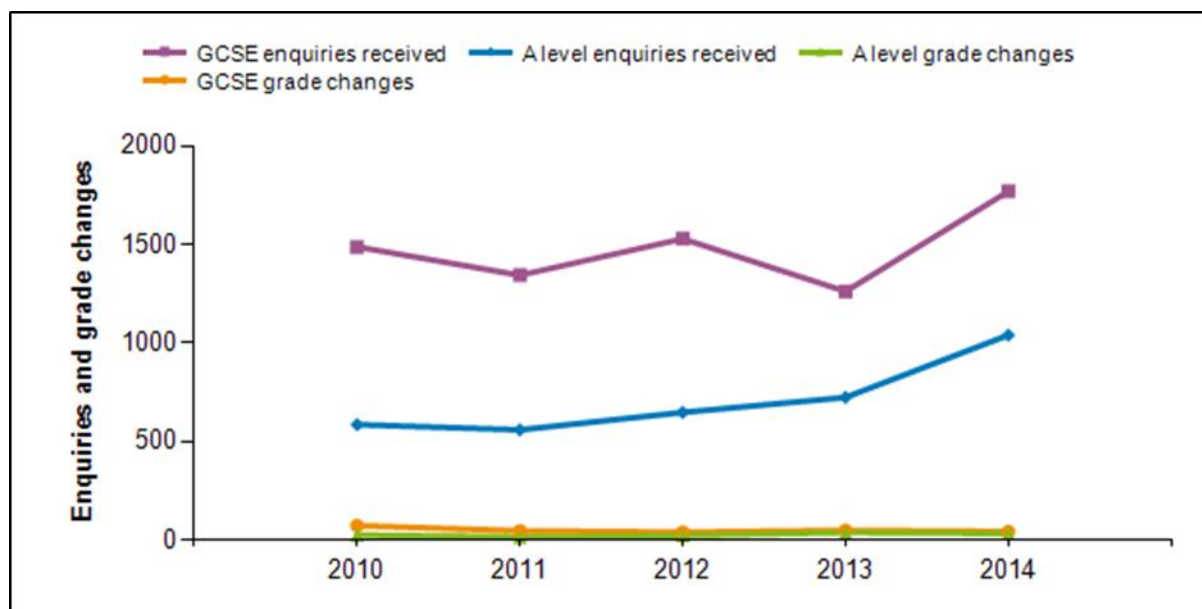
(See tables 3 and 5 and figure 6.)

In a service 1 enquiry, the exam board checks the script to make sure that 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 1,768 enquiries, an increase of 40 per cent from the previous year. These enquiries relate to only 1,177 qualification results as enquiries are made for each individual unit or component of a qualification. Forty-one of these enquiries resulted in a change to the overall qualification grade, representing 3 per cent of the grades challenged through service 1. This is compared with 5 per cent in summer 2013. The proportion of grades challenged that resulted in a change has remained fairly constant over the last five years. In 2010, it was 6 per cent.

For A level results, there were 1,040 enquiries. This is up on last year when there were 722. The number of A level service 1 enquiries has seen a steady increase over the last five years. In 2014, these enquiries relate to 717 qualification results, of which 30 resulted in a change to the overall qualification grade, representing 4 per cent of the grades challenged through service 1. This is compared with 7 per cent in summer 2013.

Figure 6: Service 1 enquiries, summer exam series, 2010–14



Service 2 – non-priority: review of marking for an individual candidate

(See tables 3 and 6 and figure 7.)

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.

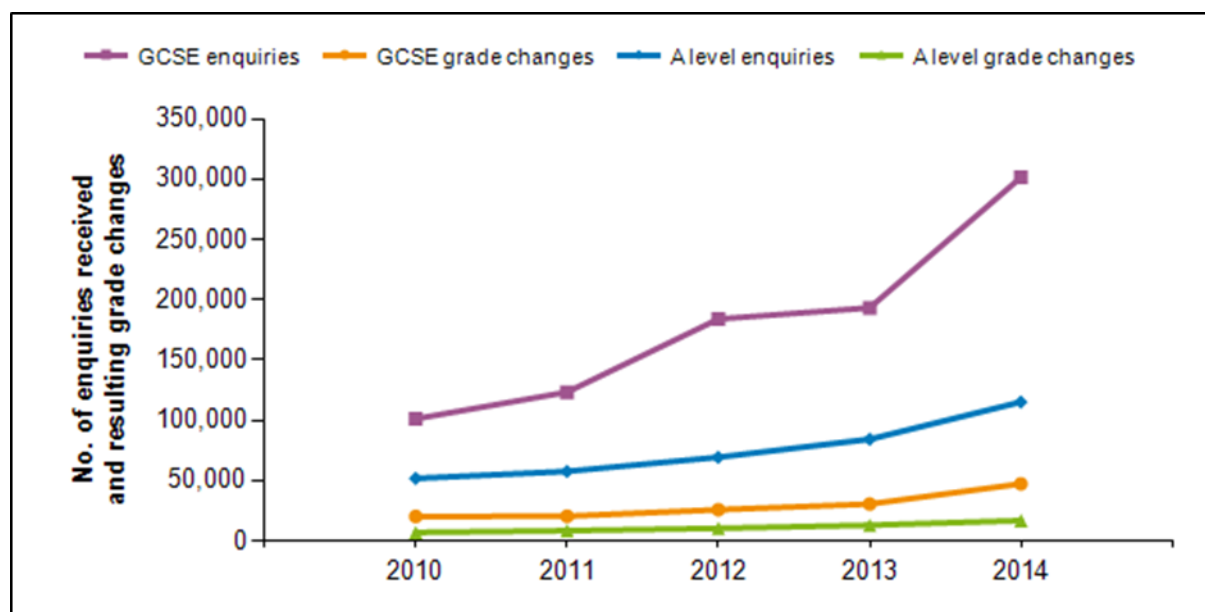
For GCSE results, there were 301,400 enquiries, an increase of 56 per cent on the previous year. This is in the context of an 11 per cent increase in the number of unit entries made for GCSE.

These enquiries relate to 211,250 qualification results, of which 47,100 resulted in a change to the overall qualification grade, representing 22 per cent of the qualification grades challenged. This is compared with 20 per cent in summer 2013. The proportion has remained fairly constant over the last five years. In 2010, it was also 22 per cent.

For A level results, there were 115,000 enquiries, an increase of 37 per cent from the previous year. This is in the context of an 11 per cent increase in the number of unit entries made for A level.

These enquiries relate to 82,750 qualification results, of which 16,650 resulted in a change to the overall qualification grade, representing 20 per cent of the qualification grades challenged. This is consistent with last year.

Figure 7: Service 2 non-priority review of marking enquiries, summer exam series, 2010–14



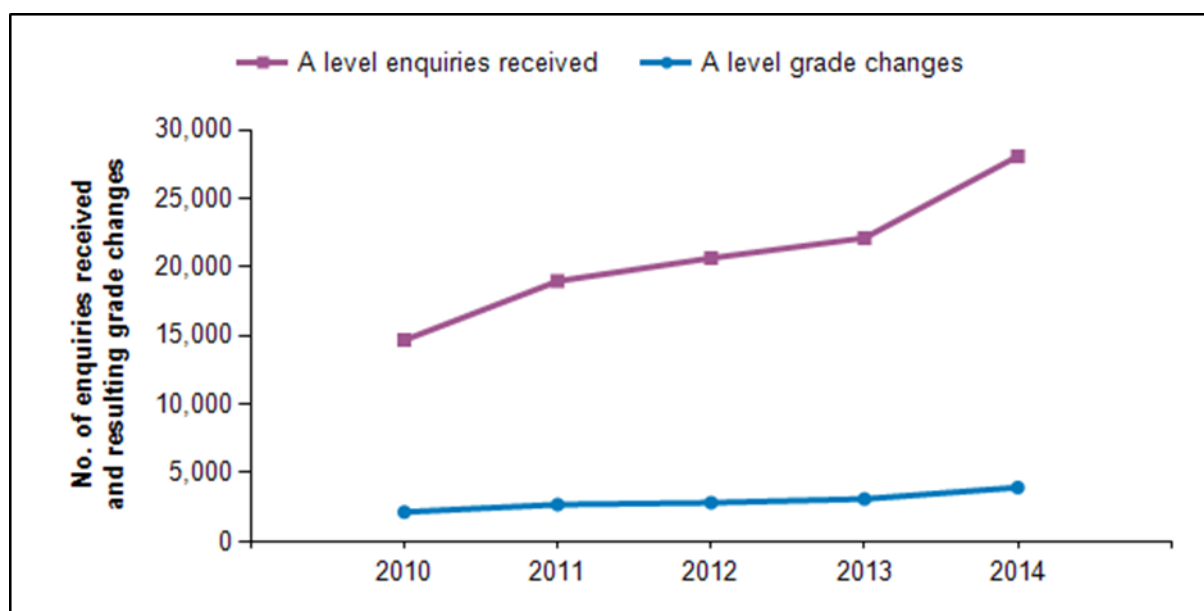
Service 2 – priority: review of marking for an individual candidate (A level)

(See tables 3 and 7 and figure 8.)

For A level results, there were 28,050 priority enquiries, an increase of 27 per cent on the previous year.

These enquiries relate to 19,400 qualification results, of which 3,950 resulted in a change to the overall qualification grade, representing 20 per cent. This is compared with 19 per cent in summer 2013. The proportion has remained reasonably constant over the last five years. In 2010, it was 23 per cent.

Figure 8: Priority service 2 review of marking enquiries, summer exam series, 2010–14



Service 3: re-moderation of internal assessment

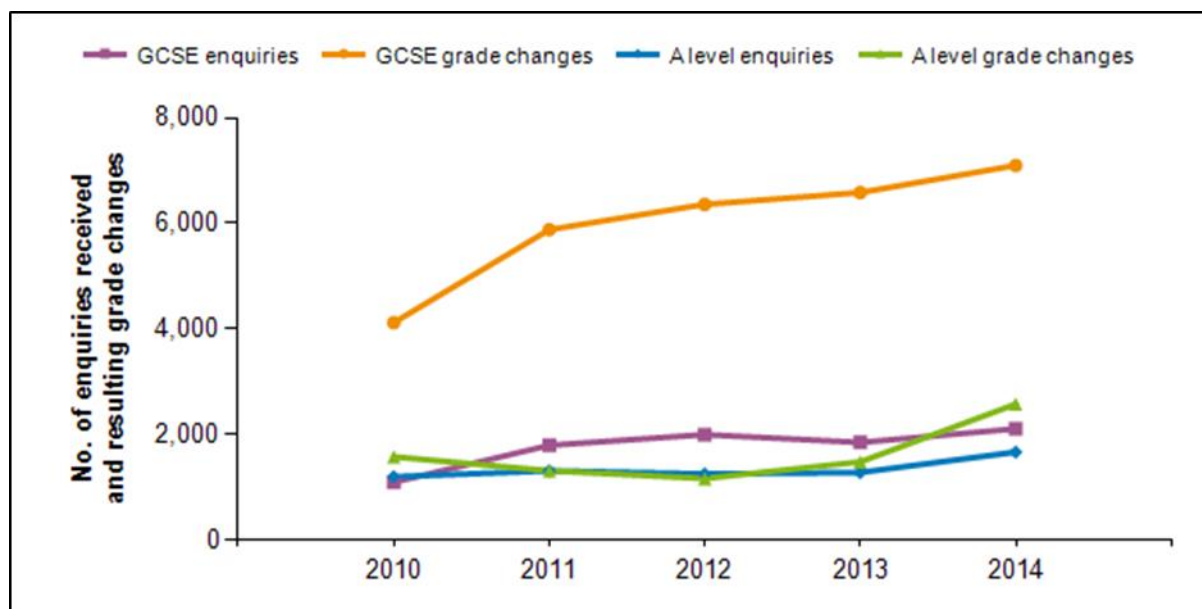
(See tables 3 and 8 and figure 9.)

Exam boards moderate a sample of candidates' work to check the schools and colleges' marking (a sample consists of several candidates' work). Therefore these enquiries each apply to a number of candidates within a school or college, not to individual candidates. This service is only available as a re-moderation of the work from the original sample of candidates. A single re-moderation enquiry from a school or college may therefore result in grade changes for more than one candidate.

For GCSE results, there were 2,100 enquiries, an increase of 14 per cent on the previous year. These enquiries relate to 79,900 qualification results, of which 7,100 resulted in a change to the overall qualification grade, representing 9 per cent of the grades challenged through service 3. This is compared with 8 per cent in summer 2013.

For A level results, there were 1,650 enquiries, an increase of 30 per cent on the previous year. These enquiries relate to 19,600 qualification results, of which 2,550 resulted in a change to the overall qualification grade, representing 13 per cent of the grades challenged through service 3. This is compared with 9 per cent in summer 2013.

Figure 9: Service 3 enquiries, summer exam series, 2010–14



Average response time

The *GCSE, GCE, Principal Learning and Project Code of Practice*⁶ sets out the maximum timescales within which exam boards should complete enquiries submitted by schools and colleges and report the outcome. The turnaround period for completing enquiries begins when the exam board receives the enquiry from a school or college.

Exam boards have 20 calendar days to complete service 1 enquiries, 30 calendar days for service 2 (non-priority) and 40 calendar days for service 3. The deadline for priority service 2 is 18 calendar days and only applies to A level, for candidates whose university place is dependent on the outcome.

All completed enquiries about results have been processed within deadlines set in the *GCSE, GCE, Principal Learning and Project Code of Practice*. Thirty-three are still being processed, and although they have not yet been finalised, they are still currently within the agreed turnaround times.

In the majority of cases, enquiries were completed well within the maximum time allowed. For GCSE, the average time taken to complete service 1 enquiries in summer 2014 was four days, up from just over three last summer. For service 2, there has also been an increase in time taken, from ten days in 2013 to 11 days this year. Service 3 has increased from 14 days in 2013 to 16 this year.

For A level, service 1 is up slightly from just over three days in 2013 to four days in 2014. Service 2 is also up, from ten days last year to 12 this year. Priority service 2 took, on average, seven days to complete in 2014, compared with five last year. Service 3 is up from 14 days in 2013 to 19 days this year (see tables 9 and 10).

The increased average response times in 2014 are likely to be due to the increased volume this year, particularly since the increase in the volume of enquiries is greater than the increase in the volume of entries.

A breakdown of the time taken by each exam board can be found in tables 9 and 10. The volume of enquiries received, efficiency of systems and resourcing of the enquiries process will be factors in the average completion times across exam boards.

⁶ www.gov.uk/government/uploads/system/uploads/attachment_data/file/371268/2011-05-27-code-of-practice.pdf

Unit and subject information

(See tables 11, 12 and 13.)

Schools and colleges can submit enquiries about results where they believe the initial marking of candidates' assessments may have been inaccurate.

Each year, schools and colleges submit more enquiries in particular subjects and exams. For most units, requests for a review of marking from schools and colleges are only a small proportion of the total candidates taking that unit. Very few units receive enquiries for more than 5 per cent of the candidates who took the unit.

The majority of enquiries (99 per cent) are for service 2, priority and non-priority. Tables 11, 12 and 13 list the five units from each exam board in summer 2014 that received the highest proportion of enquiries for service 2.⁷ Figures from last year are shown for comparison.

Some subject areas appear more frequently in this list than others, with English and Drama each appearing for several of the exam boards at GCSE.

At A level, subject areas are very similar to GCSE, but music, history and modern foreign languages feature more prominently. This will be due, in part, to the more subjective nature of these subjects.

⁷ Based on units/components that had entries of 1,000 or more.

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*⁸ 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 review the marking with the candidate's consent.

Candidates cannot ask exam boards to review the marking – 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 if qualification grades are not changed following an enquiry, or for a review of moderation, if the original marks are reinstated. Private candidates are an exception and they can ask the exam boards directly.

If the investigation shows that marking or processing errors have been made and the candidate's result is incorrect, the exam board will adjust the mark to the correct level. In some cases, this may affect the overall qualification grade, which will then also be adjusted. Grades can be adjusted downwards as well as upwards.⁹

Each exam board offers three post-results services for reviewing and checking exam papers and internal assessment:

- Service 1: a clerical recheck for an individual candidate
- Service 2: a review of marking for an individual candidate
- Service 3: a re-moderation of the school or college's internal assessment using the sample of candidates' work that was used in the initial moderation.

⁸ www.gov.uk/government/uploads/system/uploads/attachment_data/file/371268/2011-05-27-code-of-practice.pdf

⁹ For service 1 and service 2, grades have been adjusted downwards as well as upwards since 2001. For service 3, grades can only be confirmed or raised.

Service 1: clerical recheck for an individual candidate

The exam board checks the script to make sure that 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: review of marking for an individual candidate

A second examiner reviews the marking of the original examiner to make sure that the authorised mark scheme has been applied appropriately. The exam board also does a full clerical recheck (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 on 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' work

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

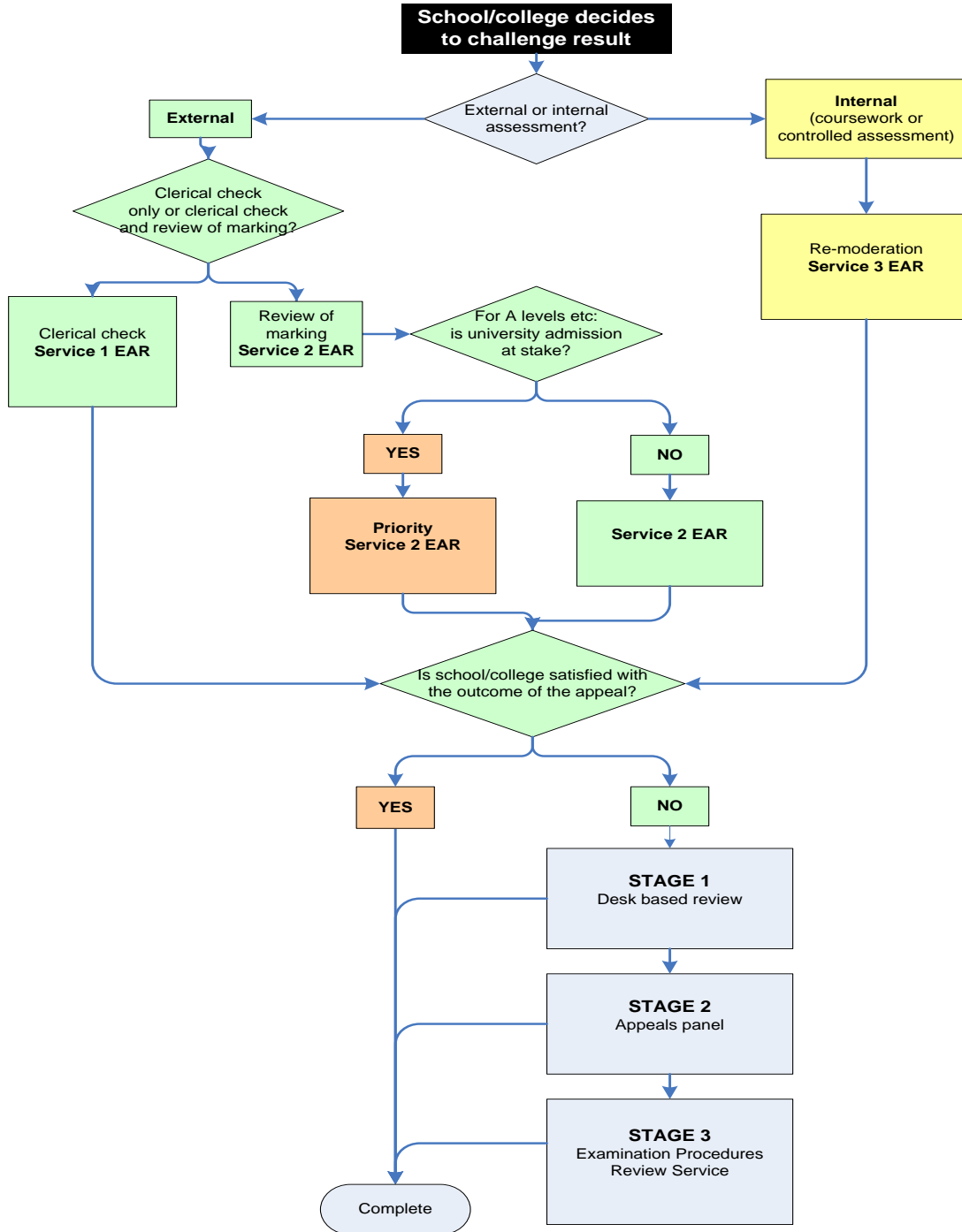
The exam board re-moderates a school or college's internal assessment marks and provides feedback on their assessment of the candidates' work. This service must be requested by 20th September. The deadline by which exam boards must notify schools and colleges about the outcomes of enquiries about results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

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 Service¹⁰. A report presenting the data on appeals for the summer 2014 exam series will be published by Ofqual in March 2015.

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

Enquires about results and appeals process



¹⁰ www.gov.uk/appeal-exam-result

Data source

Exam boards provide the data for the GCSEs and A levels that they have awarded in England, Wales and Northern Ireland. Data also include other UK regions such as the Isle of Man and overseas entries.

Limitations of data

There is potential for error in the information provided by exam boards, therefore Ofqual cannot guarantee that the information received is correct. Ofqual compares the data over time and checks for systematic issues. Summary data are sent back to exam boards for checking and confirmation.

Quality assurance procedures are carried out as explained in the *Quality Assurance Framework for Statistical Publications*¹¹ and the *Data Audit Framework - Statistical Information*¹² to ensure the accuracy of the data and challenge or question it, where necessary. Ofqual continuously manages this process by:

- ensuring that data providers are clear about what is required of them – a process helped by ensuring that providers are fully consulted during the initial design and any subsequent change phases;
- reminding all providers (if appropriate) that, as a condition of them being regulated, all data must be completely accurate;
- being alert to unexpected changes in the data submitted by comparing individual returns over time from the same provider;
- actively challenging any unexpected results with the data providers;
- having a proportionate data auditing framework in place, allowing for auditing of providers' information collection, collation and delivery processes as necessary, using a wide range of tools from questionnaires to on-site process audits.

Publication might be deferred if the statistics are not considered fit for purpose.

Comparisons in this release are made with data from the previous five years, where available.

¹¹ www.gov.uk/government/uploads/system/uploads/attachment_data/file/380970/2014-03-28-quality-assurance-framework-for-statistical-publications.pdf

¹² www.gov.uk/government/uploads/system/uploads/attachment_data/file/382776/2014-09-30-data-audit-framework-statistical-information.pdf

Geographical coverage

In this release, Ofqual presents data on enquiries about results for all GCSEs and A levels. The majority of GCSEs and A levels are taken in England, Wales and Northern Ireland. However, this release does include other UK regions and overseas.

Revisions

Once published, data are not usually subject to revision, although subsequent releases might be revised to insert late data or to correct an error. Ofqual's *Corrections and Revisions Policy for Official Statistics*¹³ is available online.

No figures have been revised in this release.

Completeness of the data

The exam boards send data to Ofqual annually. Any provider that does not return a complete set of data within the collection period is contacted to make sure the data are as complete as possible. For this release, Ofqual received data from all the exam boards.

Confidentiality and rounding

To ensure confidentiality of the published accompanying data, and for ease of use, the figures have been rounded to the nearest 50. If the value is less than 25, it is represented as 0~ and 0 represents zero enquiries or grade changes.

Service 1 figures have not been rounded as the figures are too small. If the value is less than five, it is represented as 0~ and 0 represents zero penalties. The totals where 0~ has been applied have been rounded to protect confidentiality.

As a result of rounded figures, the percentages (calculated on actual figures) shown in any tables may not necessarily add up to 100.

Ofqual's *Statement on Confidentiality*¹⁴ and *Rounding Policy*¹⁵ are available online.

¹³ www.gov.uk/government/2014-02-14-corrections-revisions-policy-for-official-statistics.pdf

¹⁴ www.gov.uk/government/uploads/system/uploads/attachment_data/file/380973/2014-02-14-statement-on-confidentiality.pdf

¹⁵ www.gov.uk/government/uploads/system/uploads/attachment_data/file/380971/2014-02-14-rounding-policy.pdf

Users of these statistics

These statistics are of particular interest to Ofqual, recognised exam boards and the Department for Education. Ofqual uses these statistics to ensure that GCSEs and A levels are fit for purpose and meet expected standards. Central government officials use the statistics for policy implementation and ministerial briefings.

Related statistics and publications

A number of other statistical releases and publications relate to this one:

- *Statistical First Release: GCSE and Equivalent Results in England 2012/13 (Revised)*,¹⁶ published by the Department for Education, covers students' achievements in GCSEs and the equivalent regulated qualifications in schools at the end of Key Stage 4.
- *Statistical First Release: A Level and other Level 3 Results in England, Academic Year 2012 to 2013 (Revised)*,¹⁷ published by the Department for Education, provides information on achievements in advanced level examinations.

Useful information

A glossary of terms is available on page 22 to help you interpret this release.

You can find the publication schedule for the next releases on Ofqual's website.¹⁸

User feedback

Ofqual is running a rolling series of online surveys to make sure its statistical releases meet your needs.

Ofqual would like to invite you to take part in the online survey for this release.

<http://surveys.ofqual.gov.uk/s3/enquiries-about-results-for-gcse-and-a-level-v1>

¹⁶

www.gov.uk/government/uploads/system/uploads/attachment_data/file/274497/SFR01_2014_FINAL.pdf

¹⁷

www.gov.uk/government/uploads/system/uploads/attachment_data/file/285082/SFR02_January_2014_FINAL_REVISED.pdf

¹⁸ www.gov.uk/government/statistics/announcements

It will take about ten minutes to complete. Your responses will remain entirely confidential in any reports published about the survey.

If you have any questions or would prefer a paper or large-type copy of the survey, please contact us at: statistics@ofqual.gov.uk.

Glossary of terms

A levels – also known as General Certificates of Education, are available as advanced level qualifications (A levels) and advanced subsidiary (AS). They are the main qualifications that young people use to gain entry to university.

Certificate/certification – a formal acknowledgement of a student's achievement. This will be any award that is not graded as U, absent or X (fail).

GCSEs – 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.

Appendix

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Table 1: Number of certifications for GCSE and A level, summer exam series, 2010–14

England, Wales, Northern Ireland, other UK regions and overseas								
	Year	AQA	Pearson	OCR	CCEA	WJEC	ICAA(E)	Total
GCSE (certifications)	2010	2,708,050	1,355,550	1,256,400	174,250	602,150		6,096,400
	2011	2,552,650	1,377,650	1,059,350	149,300	622,550	16,200	5,777,700
	2012	2,513,350	1,435,000	1,053,650	141,050	677,150	1,950	5,822,100
	2013	2,529,150	1,570,150	950,050	136,000	685,850	850	5,872,050
	2014	2,314,900	1,546,650	857,550	144,100	665,550		5,528,750
A level (certifications)	2010	944,700	518,250	596,050	57,450	182,450		2,298,900
	2011	1,048,050	581,650	630,600	54,700	199,050		2,514,050
	2012	1,013,350	585,150	588,550	63,050	197,400		2,447,500
	2013	1,008,250	586,400	569,100	63,650	197,000		2,424,450
	2014	1,027,950	592,350	548,450	65,500	206,300		2,440,550
Total certifications	2010	3,652,750	1,873,800	1,852,500	231,650	784,650		8,395,300
	2011	3,600,700	1,959,300	1,690,000	204,000	821,600	16,200	8,291,700
	2012	3,526,700	2,020,150	1,642,200	204,100	874,550	1,950	8,269,650
	2013	3,537,400	2,156,550	1,519,150	199,700	882,850	850	8,296,500
	2014	3,342,850	2,139,000	1,406,000	209,600	871,850		7,969,300
GCSE (entries)	2012	6,897,000	3,695,450	2,938,150	335,500	1,942,450	1,950	15,810,450
	2013	6,532,250	3,081,000	2,433,700	424,050	1,943,450	850	14,415,300
	2014	6,712,050	3,752,550	2,799,000	423,450	2,353,150		16,040,200
A level (entries)	2012	2,075,650	1,464,800	1,333,500	144,700	423,200		5,441,800
	2013	2,072,700	1,459,600	1,311,500	147,100	424,350		5,415,300
	2014	2,389,950	1,542,650	1,436,400	157,500	473,500		6,000,000
Total entries	2012	8,972,600	5,160,250	4,271,650	480,200	2,365,650	1,950	21,252,250
	2013	8,605,000	4,540,600	3,745,200	571,150	2,367,800	850	19,830,600
	2014	9,102,000	5,295,200	4,235,400	580,950	2,826,650		22,040,150

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards.
2. All figures are rounded to the nearest hundred.
3. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
4. ICAA(E) do not currently offer any GCSEs, so have a blank for 2014.
5. Entry figures were collected differently in 2010 and 2011, which is why entry data prior to 2012 is not included.

Table 2: Enquiries that resulted in a qualification grade change for the summer exam series by qualification, 2010–14

England, Wales, Northern Ireland, other UK regions and overseas

Number of qualification grade changes								
	Year	Service 1	Service 2		Total Service 2	Service 3	Total	% of certifications where qualification grade changed following enquiry
			Non-priority	Priority				
GCSE	2010	71	20,050		20,050	4,100	24,250	0.40%
	2011	45	20,300		20,300	5,900	26,200	0.45%
	2012	38	25,600		25,600	6,350	32,000	0.55%
	2013	47	30,350		30,350	6,600	36,950	0.63%
	2014	41	47,100		47,100	7,100	54,250	0.98%
A level	2010	23	6,800	2,150	8,950	1,550	10,550	0.46%
	2011	14	8,250	2,700	10,900	1,300	12,250	0.49%
	2012	21	10,250	2,850	13,050	1,150	14,250	0.58%
	2013	35	12,800	3,100	15,900	1,450	17,400	0.72%
	2014	31	16,650	3,950	20,600	2,550	23,200	0.95%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects.
3. All figures have been rounded to the nearest 50 with the exception of service 1 as these figures are too small.
4. Figures have been rounded independently so may not add up to the total.
5. Percentages have been calculated on actual figures.

Table 3: A level and GCSE qualification grade changes for each service, and proportion of grades challenged that resulted in a grade change, summer exam series, 2010–14

England, Wales, Northern Ireland, other UK regions and overseas

	Year	GCSE					A level					Total for both GCSE and A level					
		2010	2011	2012	2013	2014	2010	2011	2012	2013	2014	2010	2011	2012	2013	2014	
Service 1	Qual grades changed	70*	50*	40*	50*	41	20*	14	20*	35	30*	90*	60*	60*	80*	70*	
	Unchanged	1,143	955	1,059	922	1,136	354	392	444	478	686	1,497	1,347	1,503	1,400	1,822	
	Total grades challenged	1,214	1,000	1,097	969	1,177	377	406	465	513	717	1,591	1,406	1,562	1,482	1,894	
	% of grades changed	5.85%	4.50%	3.46%	4.85%	3.48%	6.10%	3.45%	4.52%	6.82%	4.32%	5.91%	4.20%	3.78%	5.53%	3.80%	
Service 2	Non-priority	Qual grades changed	20,050	20,300	25,600	30,350	47,100	6,800	8,250	10,250	12,800	16,650	26,850	28,500	35,800	43,150	63,750
		Unchanged	70,600	75,550	111,700	123,800	164,150	26,750	33,150	42,300	50,250	66,100	97,400	108,700	154,000	174,050	230,250
		Total grades challenged	90,650	95,850	137,300	154,150	211,250	33,600	41,350	52,500	63,050	82,750	124,250	137,200	189,850	217,150	294,000
		% of grades changed	22.10%	21.17%	18.64%	19.69%	22.30%	20.29%	19.90%	19.47%	20.29%	20.11%	21.61%	20.79%	18.87%	19.86%	21.68%
	Priority	Qual grades changed						2,150	2,700	2,850	3,100	3,950	2,150	2,700	2,850	3,100	3,950
		Unchanged						7,400	11,000	12,900	13,050	15,500	7,400	11,000	12,900	13,050	15,500
		Total grades challenged						9,550	13,700	15,750	16,150	19,400	9,550	13,700	15,750	16,150	19,400
		% of grades changed						22.50%	19.64%	18.03%	19.21%	20.28%	22.50%	19.64%	18.03%	19.21%	20.28%
	Total Service 2	Qual grades changed	20,050	20,300	25,600	30,350	47,100	8,950	10,900	13,050	15,900	20,600	29,000	31,200	38,650	46,250	67,700
		Unchanged	70,600	75,550	111,700	123,800	164,150	34,150	44,150	55,200	63,300	81,600	104,800	119,700	166,900	187,100	245,700
		Total grades challenged	90,650	95,850	137,300	154,150	211,250	43,150	55,050	68,250	79,200	102,150	133,800	150,900	205,550	233,350	313,400
		% of grades changed	22.10%	21.17%	18.64%	19.69%	22.30%	20.78%	19.84%	19.14%	20.07%	20.14%	21.68%	20.68%	18.80%	19.82%	21.60%
Service 3	Qual grades changed	4,100	5,900	6,350	6,600	7,100	1,550	1,300	1,150	1,450	2,550	5,700	7,200	7,500	8,050	9,650	
	Unchanged	34,450	57,400	62,850	72,350	72,800	14,400	16,650	13,650	14,550	17,050	48,900	74,050	76,500	86,900	89,850	
	Total grades challenged	38,550	63,250	69,200	78,950	79,900	16,000	17,950	14,800	16,000	19,600	54,550	81,250	84,000	94,950	99,550	
	% of grades changed	10.67%	9.29%	9.19%	8.34%	8.88%	9.82%	7.26%	7.83%	9.21%	13.11%	10.42%	8.84%	8.95%	8.48%	9.71%	
Total for all services	Total grades up	24,100	26,050	31,800	36,800	53,850	10,350	12,000	13,900	17,000	22,550	34,450	38,000	45,650	53,800	76,400	
	Total grades down	100	150	200	200	400	200	250	350	400	600	300	450	550	550	1,000	
	Total Qual grades changed	24,250	26,200	32,000	36,950	54,250	10,550	12,250	14,250	17,400	23,200	34,800	38,450	46,250	54,400	77,400	
	Unchanged	106,200	133,900	175,650	197,050	238,100	48,950	61,200	69,250	78,300	99,300	155,150	195,100	244,900	275,400	337,400	
	Total grades challenged	130,450	160,100	207,600	234,050	292,350	59,500	73,450	83,500	95,750	122,500	189,950	233,550	291,100	329,750	414,850	
	% of grades changed	18.59%	16.36%	15.41%	15.79%	18.56%	17.73%	16.68%	17.07%	18.17%	18.94%	18.32%	16.46%	15.89%	16.50%	18.66%	

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects.
3. 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.
4. Figures have been rounded to the nearest 50, with the exception of Service 1, as these figures are too small.
5. Percentages are calculated on actual figures.
6. Some service 1 totals have been rounded to the nearest ten to protect confidentiality. Rounded figures are marked by an *

Table 4: Qualification grades challenged through enquiries about results, summer exam series 2014 (and 2013)

England, Wales, Northern Ireland, other UK regions and overseas

		Qualification Grades Challenged								
Year	Qualification	A*	A	B	C	D	E	F	G	U
2014	GCSE	3,250	37,500	56,100	54,800	102,750	14,700	5,650	2,600	1,850
	%	1.17%	13.43%	20.10%	19.62%	36.81%	5.27%	2.02%	0.92%	0.67%
	A level	300	11,800	37,100	33,750	21,350	8,850			6,400
	%	0.26%	9.87%	31.00%	28.23%	17.86%	7.39%			5.36%
		Qualification Grades Challenged								
Year	Qualification	A*	A	B	C	D	E	F	G	U
2013	GCSE	2,750	30,800	44,800	43,300	87,900	11,600	4,700	1,850	1,050
	%	1.19%	13.46%	19.59%	18.92%	38.43%	5.07%	2.06%	0.82%	0.45%
	A level	200	10,100	31,550	25,950	15,800	6,200			4,900
	%	0.23%	10.68%	33.29%	27.41%	16.67%	6.54%			5.16%

Source: EPG exams monitoring data

Notes:

1. Figures include applied subjects.
2. Double awards have not been included this year as numbers are so small. It also enables comparisons of single awards, with previous years, to be shown in the same table.
3. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
4. If the value is less than 25, it is represented as 0~ and 0 represents zero enquiries or grade changes.
5. A levels do not have grades F or G.
6. Percentages are calculated on actual figures.

Table 5: Service 1 (clerical recheck) enquiries for the summer exam series by qualification, 2010–14

GCSE							A level				
		Enquiries received at unit level	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)	Enquiries received at unit level	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)
AQA	2010	596	596	100.00%	28	0.001%	175	175	100.00%	11	0.001%
	2011	385	385	100.00%	28	0.001%	227	227	100.00%	5	0.000%
	2012	425	425	100.00%	15	0.001%	167	167	100.00%	5	0.001%
	2013	569	569	100.00%	32	0.001%	299	299	100.00%	10	0.001%
	2014	602	602	100.00%	17	0.001%	408	408	100.00%	7	0.001%
Pearson	2010	424	424	100.00%	0~	0.000%	102	102	100.00%	0	0.000%
	2011	445	445	100.00%	0~	0.000%	110	110	100.00%	0	0.000%
	2012	368	368	100.00%	0~	0.000%	146	146	100.00%	0~	0.000%
	2013	396	396	100.00%	0~	0.000%	143	143	100.00%	0	0.000%
	2014	599	599	100.00%	0	0.000%	278	278	100.00%	0	0.000%
OCR	2010	341	341	100.00%	41	0.003%	273	273	100.00%	10	0.002%
	2011	264	264	100.00%	9	0.001%	188	188	100.00%	9	0.001%
	2012	363	363	100.00%	20	0.002%	296	296	100.00%	15	0.003%
	2013	162	162	100.00%	13	0.001%	227	227	100.00%	25	0.005%
	2014	302	302	100.00%	24	0.003%	309	309	100.00%	23	0.004%
CCEA	2010	0~	0~	100.00%	0	0.000%	0~	0	0.00%	0~	0.002%
	2011	5	5	100.00%	0~	0.000%	6	6	100.00%	0	0.000%
	2012	22	22	100.00%	0	0.000%	0~	0~	100.00%	0	0.000%
	2013	5	5	100.00%	0	0.000%	29	29	100.00%	0	0.000%
	2014	92	92	100.00%	0	0.000%	0~	0~	100.00%	0	0.000%
WJEC	2010	121	121	100.00%	0	0.000%	33	33	100.00%	0~	0.001%
	2011	241	241	100.00%	0~	0.001%	26	26	100.00%	0	0.000%
	2012	349	349	100.00%	0~	0.000%	33	33	100.00%	0	0.000%
	2013	128	128	100.00%	0~	0.000%	24	24	100.00%	0	0.000%
	2014	173	173	100.00%	0	0.000%	41	41	100.00%	0~	0.000%
ICAA(E)	2011	0~	0~	100.00%	0~	0.012%					
	2012	0	0		0						
	2013	0	0		0						
Total	2010	1,490*	1,490*	100.00%	70*	0.001%	580*	580*	99.83%	20*	0.001%
	2011	1,340*	1,340*	100.00%	50*	0.001%	557	557	100.00%	14	0.001%
	2012	1,527	1,527	100.00%	40*	0.001%	650*	650*	100.00%	20*	0.001%
	2013	1,260	1,260	100.00%	50*	0.001%	722	722	100.00%	35	0.001%
	2014	1,768	1,768	100.00%	41	0.001%	1,040*	1,040*	100.00%	30*	0.001%

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. ICAAE offered GCSEs for the first time in 2011. In previous years, specifications were delivered in conjunction with CCEA.
4. Figures for Service 1 have not been rounded as they are too small. If the value is less than 5 it is represented by 0~.
5. Some totals have been rounded to the nearest ten to protect confidentiality. Rounded figures are marked by an *
6. Percentages are calculated on actual figures.

Source: EPG exams monitoring data

Table 6: Service 2 (non-priority review of marking) enquiries for the summer exam series by qualification, 2010–14

England, Wales, Northern Ireland, other UK regions and overseas

GCSE							A level				
		Enquiries received at unit level	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)	Enquiries received at unit level	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)
AQA	2010	45,100	45,100	100.00%	8,900	0.33%	21,050	21,050	100.00%	3,450	0.37%
	2011	57,350	57,350	100.00%	10,000	0.39%	23,150	23,150	100.00%	4,150	0.40%
	2012	81,200	81,200	100.00%	12,850	0.51%	29,200	29,200	100.00%	5,450	0.54%
	2013	80,750	80,750	100.00%	15,550	0.61%	36,100	36,100	100.00%	6,650	0.66%
	2014	125,950	125,950	100.00%	23,650	1.02%	51,650	51,650	100.00%	9,000	0.87%
Pearson	2010	24,850	24,850	100.00%	5,100	0.38%	12,250	12,250	100.00%	1,300	0.25%
	2011	30,900	30,900	100.00%	5,600	0.41%	13,700	13,700	100.00%	1,600	0.27%
	2012	45,000	45,000	100.00%	5,550	0.39%	16,500	16,500	99.97%	1,650	0.28%
	2013	55,050	55,050	100.00%	6,400	0.41%	19,700	19,700	99.99%	2,050	0.35%
	2014	94,700	94,700	100.00%	10,050	0.65%	26,550	26,550	100.00%	2,700	0.46%
OCR	2010	20,050	20,050	100.00%	3,950	0.32%	13,000	13,000	100.00%	1,400	0.23%
	2011	19,900	19,900	100.00%	2,750	0.26%	14,900	14,900	100.00%	1,650	0.26%
	2012	28,650	28,650	100.00%	3,850	0.36%	16,300	16,300	100.00%	1,950	0.33%
	2013	27,950	27,950	100.00%	4,750	0.50%	20,600	20,600	100.00%	2,800	0.49%
	2014	45,300	45,300	99.99%	8,200	0.96%	26,050	26,050	99.96%	3,200	0.59%
CCEA	2010	4,750	4,750	100.00%	850	0.50%	2,150	2,150	100.00%	250	0.47%
	2011	4,850	4,850	100.00%	600	0.39%	2,400	2,400	100.00%	350	0.67%
	2012	5,200	5,200	100.00%	850	0.59%	2,950	2,950	100.00%	450	0.72%
	2013	5,900	5,900	100.00%	850	0.61%	2,950	2,950	100.00%	450	0.68%
	2014	6,100	6,100	100.00%	950	0.65%	3,750	3,750	100.00%	500	0.78%
WJEC	2010	6,300	6,300	100.00%	1,200	0.20%	3,150	3,150	100.00%	400	0.23%
	2011	10,050	10,050	100.00%	1,300	0.21%	3,300	3,300	100.00%	500	0.25%
	2012	23,800	23,800	100.00%	2,500	0.37%	4,200	4,200	100.00%	750	0.37%
	2013	23,500	23,500	100.00%	2,850	0.41%	4,750	4,750	100.00%	800	0.42%
	2014	29,300	29,300	100.00%	4,250	0.64%	6,950	6,950	100.00%	1,200	0.58%
ICAA(E)	2011	150	150	100.00%	50	0.41%					
	2012	0~	0~	100.00%	0	0.00%					
	2013	0	0		0						
Total	2010	101,050	101,050	100.00%	20,050	0.33%	51,650	51,650	100.00%	6,800	0.30%
	2011	123,150	123,150	100.00%	20,300	0.35%	57,450	57,450	100.00%	8,250	0.33%
	2012	183,850	183,850	100.00%	25,600	0.44%	69,150	69,150	99.99%	10,250	0.42%
	2013	193,100	193,100	100.00%	30,350	0.52%	84,100	84,100	100.00%	12,800	0.53%
	2014	301,400	301,350	100.00%	47,100	0.85%	115,000	115,000	99.99%	16,650	0.68%

Notes:

- Data are supplied by exam boards
- Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
- ICAA(E) awarded GCSEs for the first time in 2011. Final awards were in 2013. ICAA(E) do not currently offer any GCSEs.
- All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
- If the value is less than 25, it is represented as 0~ and 0 represents zero enquiries or grade changes.
- The incomplete enquiries for service 2 are still being processed, but are currently within deadlines.
- Percentages are calculated on actual figures.

Source: EPG exams monitoring data

Table 7: Service 2 (priority review of marking) enquiries for the summer exam series by qualification, 2010–14

England, Wales, Northern Ireland, other UK regions and overseas

		A level				
		Enquiries received at unit level	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)
AQA	2010	6,000	6,000	100.0%	1,050	0.11%
	2011	7,950	7,950	100.0%	1,450	0.14%
	2012	8,800	8,800	100.0%	1,500	0.15%
	2013	9,400	9,400	100.0%	1,650	0.16%
	2014	12,450	12,450	100.0%	2,000	0.20%
Pearson	2010	3,550	3,550	100.0%	500	0.10%
	2011	4,700	4,700	100.0%	450	0.08%
	2012	4,950	4,950	100.0%	500	0.09%
	2013	5,350	5,350	100.0%	500	0.08%
	2014	6,600	6,600	100.0%	650	0.11%
OCR	2010	3,900	3,900	100.0%	400	0.07%
	2011	4,550	4,550	100.0%	550	0.09%
	2012	5,000	5,000	100.0%	500	0.09%
	2013	5,500	5,500	100.0%	700	0.12%
	2014	6,900	6,900	100.0%	900	0.17%
CCEA	2010	700	700	100.0%	50	0.12%
	2011	900	900	100.0%	100	0.18%
	2012	1,000	1,000	100.0%	100	0.20%
	2013	900	900	100.0%	100	0.16%
	2014	950	950	100.0%	100	0.17%
WJEC	2010	500	500	100.0%	100	0.05%
	2011	850	850	100.0%	150	0.07%
	2012	900	900	100.0%	200	0.10%
	2013	1,000	1,000	100.0%	150	0.08%
	2014	1,200	1,200	100.0%	250	0.12%
Total	2010	14,650	14,650	100.0%	2,150	0.09%
	2011	18,950	18,950	100.0%	2,700	0.11%
	2012	20,650	20,650	100.0%	2,850	0.12%
	2013	22,100	22,100	100.0%	3,100	0.13%
	2014	28,050	28,050	100.0%	3,950	0.16%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
4. If the value is less than 25, it is represented as 0- and 0 represents zero enquiries or grade changes.
5. Percentages are calculated on actual figures.

Table 8: Service 3 (re-moderation of internal assessment) enquiries for the summer exam series by qualification, 2010–14

England, Wales, Northern Ireland, other UK regions and overseas

GCSE							A level				
		Enquiries received at unit level	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)	Enquiries received at unit level	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)
AQA	2010	500	500	99.8%	2,450	0.09%	450	450	100.0%	1,000	0.10%
	2011	800	800	99.6%	3,350	0.13%	350	350	99.7%	550	0.05%
	2012	800	800	99.8%	3,450	0.14%	350	350	100.0%	300	0.03%
	2013	800	800	100.0%	3,700	0.15%	400	400	100.0%	450	0.05%
	2014	850	850	100.0%	3,250	0.14%	550	550	98.9%	650	0.06%
Pearson	2010	300	300	100.0%	1,050	0.08%	400	400	100.0%	400	0.07%
	2011	650	650	98.8%	1,950	0.14%	550	550	99.8%	550	0.09%
	2012	700	700	99.9%	1,700	0.12%	400	400	99.8%	400	0.07%
	2013	600	600	100.0%	2,150	0.14%	400	400	100.0%	550	0.09%
	2014	750	750	99.3%	2,550	0.17%	450	450	99.6%	850	0.14%
OCR	2010	300	300	100.0%	600	0.05%	350	350	100.0%	150	0.03%
	2011	300	300	100.0%	550	0.05%	350	350	100.0%	200	0.03%
	2012	400	400	98.3%	1,150	0.11%	400	400	99.8%	450	0.08%
	2013	350	350	100.0%	700	0.07%	400	400	100.0%	450	0.08%
	2014	450	450	99.8%	1,250	0.15%	550	550	99.8%	1,050	0.19%
CCEA	2010	0~	0~	100.0%	0	0.00%	0~	0~	100.0%	0~	0.00%
	2011	0~	0~	100.0%	0~	0.00%	0~	0~	100.0%	0	0.00%
	2012	0~	0~	100.0%	0~	0.00%	0~	0~	100.0%	0~	0.00%
	2013	50	50	100.0%	0~	0.02%	0~	0~	100.0%	0	0.00%
	2014	0~	0~	100.0%	0	0.00%	0~	0~	100.0%	0	0.00%
WJEC	2010	0~	0~	100.0%	0~	0.00%	50	50	100.0%	50	0.02%
	2011	0~	0~	100.0%	0	0.00%	50	50	100.0%	50	0.02%
	2012	50	50	100.0%	50	0.00%	50	50	100.0%	0~	0.01%
	2013	50	50	100.0%	50	0.00%	50	50	100.0%	50	0.01%
	2014	50	50	97.5%	0~	0.00%	100	100	100.0%	50	0.03%
ICAA(E)	2011	0~	0~	100.0%	0~	0.01%					
	2012	0	0		0	0.00%					
	2013	0	0		0	0.00%					
Total	2010	1,100	1,100	99.9%	4,100	0.07%	1,200	1,200	100.0%	1,550	0.07%
	2011	1,800	1,800	99.4%	5,900	0.10%	1,300	1,300	99.8%	1,300	0.05%
	2012	2,000	2,000	99.5%	6,350	0.11%	1,250	1,250	99.8%	1,150	0.05%
	2013	1,850	1,850	100.0%	6,600	0.11%	1,250	1,250	100.0%	1,450	0.06%
	2014	2,100	2,100	99.7%	7,100	0.13%	1,650	1,650	99.5%	2,550	0.11%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. ICAA(E) awarded GCSEs for the first time in 2011. Final awards were in 2013. ICAA(E) do not currently offer any GCSEs.
4. An enquiry is a re-moderation of the school's or college's internal assessment using the sample of candidates' work used in the initial moderation as opposed to the other services which are individual candidate's units.
5. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
6. If the value is less than 25, it is represented as 0~ and 0 represents zero enquiries or grade changes.
7. Percentages are calculated on actual figures.

Table 9: Average resolution time in days for completing GCSE enquiries, summer exam series, 2010–14

England, Wales, Northern Ireland, other UK regions and overseas

		Service 1		Service 2		Service 3	
		CoP deadline 20 calendar days		CoP deadline 30 calendar days		CoP deadline 40 calendar days	
		GCSE EaRs	Avg time taken	GCSE EaRs	Avg time taken	GCSE EaRs	Avg time taken
AQA	2010	596	3.40	45,100	4.73	500	8.14
	2011	385	2.31	57,350	4.83	800	9.00
	2012	425	4.15	81,200	8.00	800	10.96
	2013	569	3.84	80,750	7.68	800	11.61
	2014	602	5.06	125,950	9.59	850	13.26
Pearson	2010	424	2.20	24,850	4.20	300	13.30
	2011	445	0.98	30,900	4.01	650	11.97
	2012	368	0.60	45,000	4.70	700	10.45
	2013	396	0.80	55,050	4.60	600	10.56
	2014	599	2.58	94,700	4.89	750	12.42
OCR	2010	341	3.10	20,050	12.00	300	24.00
	2011	264	5.59	19,900	7.93	300	27.46
	2012	363	4.78	28,650	12.02	400	31.36
	2013	162	5.42	27,950	17.34	350	27.19
	2014	302	7.00	45,300	22.12	450	24.38
CCEA	2010	0~	11.00	4,750	24.22	0	18.00
	2011	5	3.80	4,850	17.12	0	23.33
	2012	22	1.70	5,200	14.42	0	18.60
	2013	5	2.00	5,900	14.90	50	14.55
	2014	92	3.80	6,100	16.00	0	23.67
WJEC	2010	121	2.00	6,300	16.00	0	29.00
	2011	241	4.15	10,050	17.78	0	22.50
	2012	349	5.94	23,800	21.48	50	16.52
	2013	128	3.52	23,500	18.65	50	18.57
	2014	173	4.60	29,300	23.07	50	22.23
ICAA(E)	2011	0~	7.00	150	12.00	0	12.00
	2012	0		0	4.00	0	
	2013	0		0		0	
Total	2010	1,490	2.90	101,050	7.66	1,100	13.95
	2011	1,342	2.86	123,150	6.68	1,800	13.48
	2012	1,527	3.82	183,850	9.74	2,000	15.16
	2013	1,260	3.05	193,100	9.75	1,850	14.49
	2014	1,768	4.44	301,400	11.44	2,100	15.53

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. ICAAE offered GCSEs for the first time in 2011. In previous years, specifications were delivered in conjunction with CCEA.
4. One day is based on a 24-hour period.
5. All figures, with the exception of Service 1 have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
6. If the value is less than 5, it is represented as 0~ and 0 represents zero enquiries or grade changes.
7. Some totals have been rounded to the nearest ten to protect confidentiality.

Table 10: Average resolution time in days for completing A level enquiries, summer exam series, 2010–14

England, Wales, Northern Ireland, other UK regions and overseas

		Service 1		Service 2		Priority service 2		Service 3	
		CoP deadline 20 calendar days		CoP deadline 30 calendar days		CoP deadline 18calendar days		CoP deadline 40 calendar days	
		A level EaRs	Avg time taken	A level EaRs	Avg time taken	A level EaRs	Avg time taken	A level EaRs	Avg time taken
AQA	2010	175	2.30	21,050	6.68	6,000	4.49	450	9.15
	2011	227	2.14	23,150	6.30	7,950	3.88	350	7.87
	2012	167	3.25	29,200	8.54	8,800	5.09	350	9.08
	2013	299	3.47	36,100	8.28	9,400	5.11	400	9.60
	2014	408	3.36	51,650	8.94	12,450	6.04	550	12.00
Pearson	2010	102	1.90	12,250	4.70	3,550	2.50	400	12.40
	2011	110	0.98	13,700	4.99	4,700	3.00	550	10.94
	2012	146	1.31	16,500	4.50	4,950	2.97	400	9.68
	2013	143	0.68	19,700	4.50	5,350	2.62	400	8.19
	2014	278	1.92	26,550	4.97	6,600	2.95	450	13.06
OCR	2010	273	2.70	13,000	9.80	3,900	4.08	350	23.00
	2011	188	4.38	14,900	7.72	4,550	4.02	350	26.28
	2012	296	4.38	16,300	11.24	5,000	4.93	400	29.24
	2013	227	4.97	20,600	16.33	5,500	5.40	400	25.92
	2014	309	6.90	26,050	21.79	6,900	10.60	550	26.06
CCEA	2010	0~	24.00	2,150	21.28	700	8.50	0	22.00
	2011	6	4.50	2,400	14.80	900	6.09	0	10.00
	2012	0~	2.50	2,950	12.96	1,000	6.76	0	16.00
	2013	29	2.00	2,950	13.60	900	6.97	0	24.00
	2014	0~	3.00	3,750	14.90	950	7.94	0	23.00
WJEC	2010	33	4.00	3,150	15.00	500	7.00	50	23.00
	2011	26	2.81	3,300	11.03	850	6.00	50	22.22
	2012	33	1.14	4,200	14.37	900	8.70	50	26.37
	2013	24	0.64	4,750	12.69	1,000	7.00	50	6.32
	2014	41	0.76	6,950	20.03	1,200	8.76	100	18.93
Total	2010	580	2.51	51,650	8.11	14,650	4.18	1,200	14.58
	2011	557	2.72	57,450	6.99	18,950	3.89	1,300	14.41
	2012	646	3.22	69,150	8.75	20,650	4.78	1,250	16.52
	2013	722	3.23	84,100	9.80	22,100	4.74	1,250	14.26
	2014	1,040	3.93	115,000	11.80	28,050	6.61	1,650	17.55

Source: EPG exams

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. ICAAE offered GCSEs for the first time in 2011. In previous years, specifications were delivered in conjunction with CCEA.
4. One day is based on a 24-hour period.
5. All figures, with the exception of Service 1 have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
6. If the value is less than 5, it is represented as 0~ and 0 represents zero enquiries or grade changes.
7. Some totals have been rounded to the nearest ten to protect confidentiality.

Table 11: GCSE examined units with highest proportion of enquiries for service 2, summer exam series 2014 (and 2013)

Service 2 for GCSE summer 2013					Service 2 for GCSE summer 2014						
Unit/subject description			No. of enquiries	No. of Entries	% of total entries	Unit/subject description			No. of enquiries	No. of Entries	% of total entries
AQA	GCSE Physical Education	48905	100	1,650	7.08%	GCSE English and English Language	ENG1F	8,300	97,100	8.57%	
	GCSE English and English Language	ENG1F	9,750	155,050	6.29%	GCSE English and English Language	ENG1H	13,750	174,900	7.87%	
	GCSE Business Subjects and Economics	413012	150	2,450	6.11%	GCSE Drama	42401	1,650	22,150	7.36%	
	GCSE Classical Civilisation	40202H	100	1,250	6.10%	GCSE Business Subjects and Economics	413012	150	2,750	6.25%	
	GCSE English and English Language	ENG1H	10,750	202,900	5.29%	GCSE English and English Language (NI)	NENG1H	100	1,850	5.96%	
Pearson	GCSE Physical Education 1	5PE01	3,100	56,450	5.54%	GCSE English 2	5EH2H	450	6,100	7.70%	
	GCSE English 2	5EH2F	850	15,450	5.51%	GCSE Business Studies 5	5BS05	300	4,250	6.52%	
	GCSE English 2	5EH2H	350	6,350	5.39%	GCSE History	KH10	50	1,200	6.00%	
	GCSE Business Studies 5	5BS05	250	4,500	5.23%	GCSE Physical Education 1	5PE01	3,450	62,950	5.51%	
	GCSE English Language 2	5EN2H	1,300	26,100	4.99%	GCSE History	KH10	50	1,200	4.81%	
OCR	GCSE Latin	A405	50	1,250	5.14%	GCSE French	A704	1,150	11,350	9.93%	
	GCSE Classical Civilisation	A353	150	2,550	5.09%	GCSE English Language	A680	1,850	31,200	5.91%	
	GCSE Classical Civilisation	A351	150	2,700	5.07%	GCSE Classical Civilisation	A352	150	3,100	5.52%	
	GCSE Classical Civilisation	A352	150	2,600	4.88%	GCSE Latin	A403	500	8,750	5.50%	
	GCSE Latin	A403	400	8,650	4.63%	GCSE German	A714	200	4,000	5.43%	
CCEA	GCSE Additional Mathematics	G03	200	3,550	5.49%	GCSE Drama	G9250	100	1,100	7.30%	
	GCSE English Language/English 2	GEG2	700	15,800	4.52%	GCSE Further Maths	GMF2	50	1,050	4.91%	
	GCSE English Literature	GET2	350	7,400	4.43%	GCSE English Literature	GET2	350	7,450	4.66%	
	GCSE Drama	G9250	50	1,100	4.25%	GCSE Physics	GPH2	150	2,700	4.64%	
	GCSE French	GFR2	200	4,200	4.24%	GCSE Physics	GPH1	150	2,900	4.54%	
WJEC	GCSE English / English Language	4172/01	3,500	77,100	4.53%	GCSE English / English Language	4172/02	4,150	67,400	6.16%	
	GCSE English / English Language	4171/01	3,200	76,150	4.17%	GCSE English / English Language	4172/01	2,500	41,550	6.05%	
	GCSE English / English Language	4172/02	3,550	92,950	3.82%	GCSE Business Studies	4080/SA	300	5,050	5.45%	
	GCSE English / English Language	4171/02	3,250	87,700	3.73%	GCSE German - Writing	4264/01	300	6,000	4.88%	
	GCSE German - Writing	4264/01	200	6,000	3.60%	GCSE English / English Language	4171/01	1,950	42,750	4.52%	

Notes:

1. Data shown, are for units that had entries of a thousand or more.
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. All figures have been rounded to the nearest 50.
4. Percentages are calculated on actual figures.

Source: EPG exams monitoring data

Table 12: A level examined units with highest proportion of enquiries for service 2, summer exam series 2014 (and 2013)

Service 2 for A level summer 2013						Service 2 for A level summer 2014					
Unit/subject description		No. of enquiries	No. of Entries	% of total entries		Unit/subject description		No. of enquiries	No. of Entries	% of total entries	
AQA	GCE History	HIS1C	150	1,200	11.02%	GCE Music	MUS2B	150	1,200	13.57%	
	GCE Music	MUS2B	100	1,150	10.52%	GCE English Literature A	LTA1A	350	4,150	8.48%	
	GCE English Literature A	LTA1A	350	3,300	10.35%	GCE Physical Education	PHED1	950	11,500	8.31%	
	GCE History of Art (The Western World)	HART1	100	1,550	7.27%	GCE English Literature B	LITB1	2,250	27,800	8.17%	
	GCE English Literature A	LTA1C	400	5,600	7.15%	GCE French	FREN3	400	5,550	7.40%	
Pearson	GCE Music 2	6MU02	500	4,700	11.16%	GCE Music 2	6MU02	600	4,750	13.08%	
	GCE Music Tech.1	6MT01	400	4,600	8.50%	GCE Music Tech.1	6MT01	350	4,050	8.11%	
	GCE Drama 2	6DR02	800	11,900	6.71%	GCE Drama 2	6DR02	900	12,150	7.41%	
	GCE Music Tech.3	6MT03	150	2,850	6.05%	GCE History 1	6HI01	200	2,950	7.04%	
	GCE Religious Studies 2	6RS02	400	7,150	5.60%	GCE History 1	6HI01	100	1,200	7.03%	
OCR	GCE English Literature	F661	1,000	14,400	7.01%	GCE English Literature	F661	1,350	16,950	7.88%	
	GCE Design and Technology: Product Design	F521	200	2,750	6.85%	GCE Economics	F581	1,050	13,350	7.78%	
	GCE History A	F964	600	8,900	6.70%	GCE History A	F961	700	9,700	7.07%	
	GCE Classics: Latin	F364	100	1,300	6.43%	GCE Performance Studies	G402	50	1,050	7.01%	
	GCE Economics	F581	550	9,850	5.55%	GCE History A	F964	650	10,100	6.52%	
CCEA	GCE AS English Lit	AL12	300	2,550	11.22%	GCE AS English Literature	AL12	250	2,650	10.33%	
	GCE AS Business Studies	AT12	100	1,500	6.63%	GCE AS History	AH11	200	3,100	6.68%	
	GCE AS History	AH12	150	2,800	5.54%	GCE AS History	AH12	200	3,200	6.45%	
	GCE AS History	AH11	150	2,650	4.77%	GCE AS Business Studies	AT11	100	1,650	5.65%	
	GCE AS Business Studies	AT11	50	1,200	4.68%	GCE AS Geography	AG11	150	2,550	5.47%	
WJEC	GCE English Literature	1171/01	600	10,750	5.76%	GCE English Literature LT1	1171/01	1,000	12,650	7.83%	
	GCE French : Listening/Reading/Writing	1194/01	100	2,000	4.42%	GCE French FN1: AS (Oral)	1191/02	50	1,300	5.22%	
	GCE Drama : Text in Performance	1122/01	50	1,450	4.23%	GCE French FN2: Listening/Reading/Writing	1192/01	200	4,000	4.45%	
	GCE Religious Studies	1343/01	100	2,100	3.95%	GCE English Language & Literature LLI1	1161/01	200	4,250	4.38%	
	GCE Spanish : Listening/Reading/Writing	1362/01	100	2,450	3.86%	GCE French FN4: Listening/Reading/Writing	1194/01	100	1,850	4.04%	

Notes:

1. Data shown, are for units that had entries of a thousand or more.
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
4. If the value is less than 25, it is represented as 0- and 0 represents zero enquiries or grade changes.
5. Percentages are calculated on actual figures.

Source: EPG exams monitoring data

Table 13: A level units with highest proportion of enquiries for priority service 2, summer exam series 2014 (and 2013)

Priority Service 2 for A level summer 2013					Priority Service 2 for A level summer 2014					
Unit/subject description		No. of enquiries	No. of Entries	% of total entries	Unit/subject description		No. of enquiries	No. of Entries	% of total entries	
AQA	GCE Economics	ECON4	300	8,800	3.47%	GCE French	FREN3	200	5,550	3.94%
	GCE Spanish	SPAN3	150	3,900	3.40%	GCE Economics	ECON4	400	9,700	3.94%
	GCE Classical Civilisation	CIV4C	50	1,600	3.20%	GCE Spanish	SPAN3	150	4,150	3.62%
	GCE Classical Civilisation	CIV3C	50	1,650	3.08%	GCE History	HIS3N	50	2,100	3.51%
	GCE Religious Studies	RST4C	50	1,300	3.04%	GCE Classical Civilisation	CIV4C	50	1,500	3.48%
Pearson	GCE Economics 4	6EC04	300	9,750	3.12%	GCE Government & Politics	6GP04	50	1,400	3.38%
	GCE French 4	6FR04	100	2,800	3.04%	GCE Government & Politics	6GP03	100	3,300	2.88%
	GCE Physical Education 3	6PE03	50	1,650	2.79%	GCE Music 6	6MU06	100	2,800	2.88%
	GCE Government & Politics	6GP03	150	7,500	2.23%	GCE History 3	6HI03	100	2,950	2.86%
	GCE Government & Politics	6GP04	200	9,450	2.19%	GCE Economics 4	6EC04	250	8,600	2.68%
OCR	GCE Classics	F364	50	1,300	3.60%	GCE Economics	F584	100	3,550	3.33%
	GCE Classics	F363	50	1,300	3.14%	GCE English Literature	F663	350	10,650	3.29%
	GCE History	F966	300	10,500	2.79%	GCE History A	F966	300	10,100	3.14%
	GCE Geography	F763	100	3,200	2.66%	GCE Geography	F763	100	3,250	3.00%
	GCE English Literature	F663	250	10,350	2.39%	GCE Classics: Latin	F364	50	1,350	2.94%
CCEA	GCE A2 English Literature	AL21	50	1,500	2.54%	GCE A2 Business Studies	AT22	50	1,050	3.36%
	GCE A2 English Literature	AL22	50	1,900	2.49%	GCE A2 History	AH22	50	2,200	2.64%
	GCE A2 Chemistry	AC22	50	1,200	2.45%	GCE A2 ICT	AP21	50	1,300	2.64%
	GCE A2 ICT	AW21	50	1,300	2.35%	GCE A2 Chemistry	AC22	50	1,150	2.43%
	GCE A2 Geography	AG21	50	1,400	2.18%	GCE A2 Geography	AG21	50	1,350	2.36%
WJEC	GCE French: Listening/Reading/Writing	1194/01	50	2,000	2.36%	GCE French FN4: Listening/Reading/Writing	1194/01	50	1,850	1.72%
	GCE Physics	1325/01	50	1,400	2.05%	GCE Physics	1324/01	0~	1,100	1.62%
	GCE Chemistry	1095/01	50	1,800	1.54%	GCE Business Studies	1084/01	50	1,850	1.45%
	GCE Chemistry	1094/01	0~	1,100	1.45%	GCE Physics	1325/01	0~	1,550	1.44%
	GCE English Literature	1174/01	100	6,350	1.32%	GCE English Literature LT4	1174/01	100	7,600	1.40%

Notes:

1. Data shown, are for units that had entries of a thousand or more.
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. All figures have been rounded to the nearest 50.
4. Percentages are calculated on actual figures.

Source: EPG exams monitoring data

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