



Ofqual  
■■■■■■■■■■



# Enquiries about results and appeals

*Report on the summer 2008 GCSE and A level examinations series*

---

March 2009

Ofqual/09/4126

# Contents

Introduction .....	3
The enquiries about results and appeals process.....	4
Enquiries about results.....	4
Service 1: a clerical re-check for an individual candidate .....	4
Service 2: a post-results review of marking for an individual candidate .....	5
Service 3: a re-moderation of coursework with feedback .....	5
Appeals .....	5
The summer 2008 examinations series data .....	7
Enquiries about results.....	7
Total entry .....	8
Service 1 .....	8
Service 2: non-priority level .....	9
Service 2: priority level .....	9
Service 3 .....	10
Appeals .....	10
Data by awarding body .....	11
AQA .....	11
Edexcel .....	12
OCR.....	13
CCEA.....	14
WJEC.....	15

## Introduction

This is a report on enquiries about results and appeals made to awarding bodies for the summer 2008 GCSE and A level examinations series. The report summarises the performance of the five awarding bodies offering these qualifications in England, Wales and Northern Ireland:

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

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

The report:

- details the processes and 2008 reporting arrangements for enquiries about results and appeals
- provides information about the three common services for enquiries about results and the two stages for appeals
- provides data on the performance of each awarding body.

Awarding bodies submit the final data to the regulators.

# The enquiries about results and appeals process

## Enquiries about results

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

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

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

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

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

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

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

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

---

<sup>1</sup> The deadlines for completion of these services are in the *GCSE, GCE and AEA code of practice*, April 2008 ([www.ofqual.gov.uk/191.aspx](http://www.ofqual.gov.uk/191.aspx)).

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

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

There are two levels of priority for Service 2:

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

The deadline by which awarding bodies must notify centres about the outcome of enquiries about results for Service 2 is 30 calendar days at non-priority level and 18 calendar days at priority level.

## **Service 3: a re-moderation of coursework with feedback**

Service 3 is not available for individual candidates.

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

## **Appeals**

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

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

There are two stages in the appeal process:

Stage 1 – a review of the case by a senior member of the awarding body who has not been involved previously with the particular case.

Stage 2 – a presentation of the case to an appeals panel. The awarding body convenes the panel. It will comprise at least three members, one of whom must be independent (someone who is not, and has not been, a member of the awarding body's board or committees, or an employee or examiner at the awarding body, at any time during the previous seven years). A centre can take the appeal to Stage 2 only after going through Stage 1.

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

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

## **The summer 2008 examinations series data**

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

### **Enquiries about results**

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

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

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

The awarding bodies submitted data to the regulators on a weekly basis during the 2008 post-results period. The data in the following tables are from those submissions.

**Total entry**

<b>Qualification</b>	<b>AQA</b>	<b>Edexcel</b>	<b>OCR</b>	<b>CCEA<sup>2</sup></b>	<b>WJEC</b>	<b>Total</b>
GCSE (subject entry)	2,951,054	1,365,491	1,223,967	163,657	563,982	6,268,151
A level (subject entry)	885,018	571,039	558,677	48,506	125,068	2,188,308
A level (unit entry)	2,684,661	1,874,087	1,697,671	138,791	391,070	6,786,280

**Service 1<sup>3</sup>**

	<b>AQA</b>	<b>Edexcel</b>	<b>OCR</b>	<b>CCEA</b>	<b>WJEC</b>	<b>Total</b>
<b>GCSE (subject entry)</b>	<b>2,951,054</b>	<b>1,365,491</b>	<b>1,223,967</b>	<b>163,657</b>	<b>563,982</b>	<b>6,268,151</b>
Enquiries received	427	171	349	12	202	1,161
<i>(% of total subject entry)</i>	<i>(0.014)</i>	<i>(0.013)</i>	<i>(0.029)</i>	<i>(0.007)</i>	<i>(0.036)</i>	<i>(0.019)</i>
Enquiries completed within deadline	427	171	349	12	202	1,161
<i>(% of enquiries received)</i>	<i>(100)</i>	<i>(100)</i>	<i>(100)</i>	<i>(100)</i>	<i>(100)</i>	<i>(100)</i>
Enquiries that resulted in a change to an overall grade	35	24	24	0	3	86
<i>(% of enquiries received)</i>	<i>(8.20)</i>	<i>(14.04)</i>	<i>(6.88)</i>	<i>(0.00)</i>	<i>(1.49)</i>	<i>(7.41)</i>
<b>A level (unit entry)</b>	<b>2,684,661</b>	<b>1,874,087</b>	<b>1,697,671</b>	<b>138,791</b>	<b>391,070</b>	<b>6,786,280</b>
Enquiries received at unit level	229	204	543	3	25	1,004
<i>(% of total unit entry)</i>	<i>(0.009)</i>	<i>(0.011)</i>	<i>(0.032)</i>	<i>(0.002)</i>	<i>(0.006)</i>	<i>(0.015)</i>
Enquiries completed within deadline	229	204	543	3	25	1,004
<i>(% of enquiries received)</i>	<i>(100)</i>	<i>(100)</i>	<i>(100)</i>	<i>(100)</i>	<i>(100)</i>	<i>(100)</i>
Enquiries that resulted in a change to an overall grade	11	2	35	0	2	50
<i>(% of enquiries received)</i>	<i>(4.80)</i>	<i>(0.98)</i>	<i>(6.45)</i>	<i>(0.00)</i>	<i>(8.00)</i>	<i>(4.98)</i>

<sup>2</sup> In previous reports (pre-summer-2006 reporting) CCEA GCSE (subject entry) figures included unit entries. Also in previous reports, CCEA A level subject entry figures excluded AS entries.

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



**Service 2: non-priority level<sup>4</sup>**

	<b>AQA</b>	<b>Edexcel</b>	<b>OCR</b>	<b>CCEA</b>	<b>WJEC</b>	<b>Total</b>
<b>GCSE (subject entry)</b>	<b>2,951,054</b>	<b>1,365,491</b>	<b>1,223,967</b>	<b>163,657</b>	<b>563,982</b>	<b>6,268,151</b>
Enquiries received <i>(% of total subject entry)</i>	41,323 <i>(1.400)</i>	17,743 <i>(1.299)</i>	18,638 <i>(1.523)</i>	4,131 <i>(2.524)</i>	4,146 <i>(0.735)</i>	85,981 <i>(1.372)</i>
Enquiries completed within deadline <i>(% of enquiries received)</i>	41,323 <i>(100)</i>	17,743 <i>(100)</i>	18,638 <i>(100)</i>	4,112 <i>(99.5)</i>	4,143 <i>(99.9)</i>	85,959 <i>(99.97)</i>
Enquiries that resulted in a change to an overall grade <i>(% of enquiries received)</i>	7,229 <i>(17.49)</i>	3,872 <i>(21.82)</i>	3,079 <i>(16.52)</i>	880 <i>(21.30)</i>	765 <i>(18.45)</i>	15,825 <i>(18.41)</i>
<b>A level (unit entry)</b>	<b>2,684,661</b>	<b>1,874,087</b>	<b>1,697,671</b>	<b>138,791</b>	<b>391,070</b>	<b>6,786,280</b>
Enquiries received at unit level <i>(% of total unit entry)</i>	22,342 <i>(0.832)</i>	15,636 <i>(0.834)</i>	14,572 <i>(0.858)</i>	1,744 <i>(1.257)</i>	1,492 <i>(0.382)</i>	55,786 <i>(0.822)</i>
Enquiries completed within deadline <i>(% of enquiries received)</i>	22,342 <i>(100)</i>	15,636 <i>(100)</i>	14,572 <i>(100)</i>	1,723 <i>(98.8)</i>	1,492 <i>(100)</i>	55,765 <i>(99.96)</i>
Enquiries that resulted in a change to an overall grade <i>(% of enquiries received)</i>	2,863 <i>(12.81)</i>	1,574 <i>(10.07)</i>	897 <i>(6.16)</i>	178 <i>(10.21)</i>	193 <i>(12.94)</i>	5,705 <i>(10.23)</i>

**Service 2: priority level<sup>5</sup>**

	<b>AQA</b>	<b>Edexcel</b>	<b>OCR</b>	<b>CCEA</b>	<b>WJEC</b>	<b>Total</b>
<b>A level (unit entry)</b>	<b>2,684,661</b>	<b>1,874,087</b>	<b>1,697,671</b>	<b>138,791</b>	<b>391,070</b>	<b>6,786,280</b>
Enquiries received at unit level <i>(% of total unit entry)</i>	4,225 <i>(0.157)</i>	4,265 <i>(0.228)</i>	3,685 <i>(0.217)</i>	535 <i>(0.385)</i>	288 <i>(0.074)</i>	12,998 <i>(0.192)</i>
Enquiries completed within deadline <i>(% of enquiries received)</i>	4,225 <i>(100)</i>	4,265 <i>(100)</i>	3,685 <i>(100)</i>	519 <i>(97)</i>	288 <i>(100)</i>	12,982 <i>(99.9)</i>
Enquiries that resulted in a change to an overall grade <i>(% of enquiries received)</i>	500 <i>(11.83)</i>	423 <i>(9.92)</i>	189 <i>(5.13)</i>	55 <i>(10.28)</i>	35 <i>(12.15)</i>	1,202 <i>(9.25)</i>

<sup>4</sup> In 2005 the deadline for this service was reduced from 40 calendar days to 35 calendar days. Then in 2008 reduced to 30 days.

<sup>5</sup> In 2008 the deadline for this service was reduced from 20 calendar days to 18 calendar days.

**Service 3**

	<b>AQA</b>	<b>Edexcel</b>	<b>OCR</b>	<b>CCEA</b>	<b>WJEC</b>	<b>Total</b>
<b>GCSE (subject entry)</b>	<b>2,951,054</b>	<b>1,365,491</b>	<b>1,223,967</b>	<b>163,657</b>	<b>563,982</b>	<b>6,268,151</b>
Enquiries received <i>(% of total subject entry)</i>	658 <i>(0.022)</i>	386 <i>(0.028)</i>	320 <i>(0.026)</i>	7 <i>(0.004)</i>	26 <i>(0.005)</i>	1,397 <i>(0.022)</i>
Enquiries completed within deadline <i>(% of enquiries received)</i>	658 <i>(100)</i>	386 <i>(100)</i>	320 <i>(100)</i>	7 <i>(100)</i>	26 <i>(100)</i>	1,397 <i>(100)</i>
<b>A level (unit entry)</b>	<b>2,684,661</b>	<b>1,874,087</b>	<b>1,697,671</b>	<b>138,791</b>	<b>391,070</b>	<b>6,786,280</b>
Enquiries received at unit level <i>(% of total unit entry)</i>	631 <i>(0.024)</i>	355 <i>(0.019)</i>	219 <i>(0.013)</i>	14 <i>(0.010)</i>	22 <i>(0.006)</i>	1,241 <i>(0.018)</i>
Enquiries completed within deadline <i>(% of enquiries received)</i>	631 <i>(100)</i>	355 <i>(100)</i>	219 <i>(100)</i>	14 <i>(100)</i>	20 <i>(90.9)</i>	1,239 <i>(99.8)</i>

**Appeals****Stage 1 and Stage 2 appeals**

	<b>AQA</b>	<b>Edexcel</b>	<b>OCR</b>	<b>CCEA</b>	<b>WJEC</b>	<b>Total</b>
Stage 1 appeals received	77	272	85	8	3	445
Stage 2 appeals received	5	17	17	0	0	39
Stage 2 appeals completed within 50 working days of receipt <i>(%)</i>	5 <i>(100)</i>	14 <i>(82)</i>	15 <i>(88)</i>	0 <i>n/a</i>	0 <i>n/a</i>	34 <i>(87)</i>
Appeals that resulted in a change to an overall grade	6	26	9	1	0	42

## Data by awarding body

### AQA

#### Enquiries about results

Total subject entries: GCSE 2,951,054; A level 885,018				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	427	427	35
	A level	229	229	11
Service 2: non-priority	GCSE	41,323	41,323	7,229
	A level	22,342	22,342	2,863
Service 2: priority	A level	4,225	4,225	500
Service 3	GCSE	658	658	n/a
	A level	631	631	n/a

Data source: Awarding body data exchange submitted 23/12/2008

### Appeals

Service	Received	% completed within 50 working days of receipt	Total appeals that resulted in a change to an overall grade
Stage 1	77	n/a	6
Stage 2	5	100	

Data source: Awarding body data exchange submitted 20/02/2009

## Edexcel

### Enquiries about results

Total subject entries: GCSE 1,365,491; A level 571,039				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	171	171	24
	A level	204	204	2
Service 2: non-priority	GCSE	17,743	17,743	3,872
	A level	15,636	15,636	1,574
Service 2: priority	A level	4,265	4,265	423
Service 3	GCSE	386	386	n/a
	A level	355	355	n/a

Data source: Awarding body data exchange submitted 25/02/2009

### Appeals

Service	Received	% completed within 50 working days of receipt	Total appeals that resulted in a change to an overall grade
Stage 1	272	n/a	26
Stage 2	17	82	

Data source: Awarding body data exchange submitted 19/02/2009

**OCR****Enquiries about results**

Total subject entries: GCSE 1,223,967; A level 558,677				
<b>Service</b>	<b>Qualification</b>	<b>Enquiries received</b>	<b>Enquiries completed within deadline</b>	<b>Enquiries that resulted in a change to an overall grade</b>
Service 1	GCSE	349	349	24
	A level	543	543	35
Service 2: non-priority	GCSE	18,638	18,638	3,079
	A level	14,572	14,572	897
Service 2: priority	A level	3,685	3,685	189
Service 3	GCSE	320	320	n/a
	A level	219	219	n/a

Data source: Awarding body data exchange submitted 26/11/2008

**Appeals**

<b>Service</b>	<b>Received</b>	<b>% completed within 50 working days of receipt</b>	<b>Total appeals that resulted in a change to an overall grade</b>
Stage 1	85	n/a	9
Stage 2	17	88	

Data source: Awarding body data exchange submitted 02/03/2009

**CCEA****Enquiries about results**

Total subject entries: GCSE 163,657; A level 48,506				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	12	12	0
	A level	3	3	0
Service 2: non-priority	GCSE	4,131	4,112	880
	A level	1,744	1,723	178
Service 2: priority	A level	535	519	55
Service 3	GCSE	7	7	n/a
	A level	14	14	n/a

Data source: Awarding body data exchange submitted 29/01/2009

**Appeals**

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

Data source: Awarding body data exchange submitted 09/02/2009

## WJEC

### Enquiries about results

Total subject entries: GCSE 563,982; A level 125,068				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	202	202	3
	A level	25	25	2
Service 2: non-priority	GCSE	4,146	4,143	765
	A level	1,492	1,492	193
Service 2: priority	A level	288	288	35
Service 3	GCSE	26	26	n/a
	A level	22	20	n/a

Data source: Awarding body data exchange submitted 18/11/2008

### Appeals

Service	Received	% completed within 50 working days of receipt	Total appeals that resulted in a change to an overall grade
Stage 1	3	n/a	0
Stage 2	0	n/a	

Data source: Awarding body data exchange submitted 19/02/2009

The regulatory authorities wish to make their publications widely accessible. Please contact us if you have any specific accessibility requirements.

First published in 2009.

© Crown copyright 2009

© Council for the Curriculum, Examinations and Assessment 2009

© Office of the Qualifications and Examinations Regulator 2009

Reproduction, storage or translation, in any form or by any means, of this publication is prohibited without prior written permission of the publisher, unless within the terms of the Copyright Licensing Agency. Excerpts may be reproduced for the purpose of research, private study, criticism or review, or by educational institutions solely for education purposes, without permission, provided full acknowledgement is given.

Printed in Great Britain.

The Office of the Qualifications and Examinations Regulator is an exempt charity under Schedule 2 of the Charities Act 1993.

Office of the Qualifications and Examinations Regulator

Spring Place

Coventry Business Park

Herald Avenue

Coventry

CV5 6UB

[www.ofqual.org.uk](http://www.ofqual.org.uk)