



Qualifications and  
Curriculum Authority



Llywodraeth Cynulliad Cymru  
Welsh Assembly Government



*Rewarding Learning*

# **Enquiries about results and appeals**

*Report on the summer 2006 GCSE and A level examinations series*

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## Introduction

This is a report on enquiries about results and appeals made to awarding bodies for the summer 2006 GCSE and A level examinations series. The report summarises the performance of all five awarding bodies offering these qualifications in England, Wales and Northern Ireland:

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

The report:

- details the processes and 2006 reporting arrangements for enquiries about results and appeals
- provides data for the five awarding bodies in terms of the three common services for enquiries about results and the two stages for appeals
- provides data about the performance of each individual awarding body.

Awarding bodies submit the final data to the regulatory authorities (QCA in England, DELLS in Wales and CCEA in Northern Ireland).

# 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 grade will be adjusted 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. They are:

- 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 deadlines by which awarding bodies must notify centres and candidates about the outcomes of enquiries about results are reviewed by the regulatory authorities annually.

### Service 1: A clerical recheck 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. This must be requested by 20 September. The deadline by which awarding bodies must notify centres about the outcome of enquiries about results for Service 1 is 20 days.

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<sup>1</sup> The deadline for completion of these services are in the *GCSE, GCE, VCE, GNVQ and AEA code of practice 2006/7(2006)* (QCA/06/1677)

## **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 – this must be requested by 20 September
- priority –this can be requested 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 days of the result being issued.

The deadline for awarding bodies to notify centres about the outcome of enquiries about results for service 2 at non-priority level is 35 days and for priority level is 20 days.

## **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 must be requested by 20 September. The deadline for awarding bodies to notify centres about the outcome of enquiries about results for Service 3 is 40 days.

## **Appeals**

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

A centre must make an appeal within 14 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 panel will be convened by the awarding body. It will comprise at least three members, one of whom must be independent (ie 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 70 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 regulatory authorities.

## **The summer 2006 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 are from the awarding bodies.

- GCSE data includes GCSE short course and vocational 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 includes GCE, VCE and Applied GCE data.

The awarding bodies and regulatory authorities now have a formal and agreed schedule for reporting on enquiries about results and appeals. This was introduced in 2003.

The awarding bodies and the regulatory authorities exchanged data weekly, during the summer 2006 series and at the end of the post-results period. The data in these tables are from these exchanges.

**Total entry**

Qualification	AQA	Edexcel	OCR	CCEA <sup>2</sup>	WJEC	TOTAL
GCSE (subject entry)	2,869,511	1,319,534	1,202,243	173,013	480,240	6,044,541
A level (subject entry)	874,773	555,096	542,444	20,519	101,535	2,094,367
A level (unit entry)	2,730,601	2,026,413	1,774,729	144,917	342,414	7,019,074

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

	AQA	Edexcel	OCR	CCEA	WJEC	TOTAL
<b>GCSE (subject entry)</b>	<b>2,869,511</b>	<b>1,319,534</b>	<b>1,202,243</b>	<b>173,013</b>	<b>480,240</b>	<b>6,044,541</b>
Enquiries received (% of total subject entry)	367 (0.013)	196 (0.015)	392 (0.033)	11 (0.006)	17 (0.004)	983 (0.016)
Enquiries completed within deadline (% of enquiries received)	367 (100)	196 (100)	392 (100)	11 (100)	17 (100)	983 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	41 (11.17)	0 (0)	65 (16.58)	0 (0)	2 (11.76)	108 (10.99)
<b>A level (unit entry)</b>	<b>2,730,601</b>	<b>2,026,413</b>	<b>1,774,729</b>	<b>144,917</b>	<b>342,414</b>	<b>7,019,074</b>
Enquiries received at unit level (% of total unit entry)	184 (0.007)	233 (0.011)	350 (0.020)	3 (0.002)	17 (0.005)	787 (0.011)
Enquiries completed within deadline (% of enquiries received)	184 (100)	233 (100)	350 (100)	3 (100)	17 (100)	787 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	9 (4.89)	4 (1.72)	17 (4.86)	0 (0)	1 (5.88)	31 (3.94)

<sup>2</sup> In previous reports CCEA GCSE (subject entry) figures included unit entries. Revised figures, which exclude unit entries for 2003 to 2005, are 162,283, 175,186 and 172,784, respectively.

<sup>3</sup> In 2005 the deadline for this service was reduced from 40 days to 20 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>2,869,511</b>	<b>1,319,534</b>	<b>1,202,243</b>	<b>173,013</b>	<b>480,240</b>	<b>6,044,541</b>
Enquiries received (% of total subject entry)	29,766 (1.037)	12,882 (0.976)	14,459 (1.203)	3,129 (1.809)	2,161 (0.450)	62,397 (1.032)
Enquiries completed within deadline (% of enquiries received)	29,766 (100)	12,882 (100)	14,459 (100)	3,129 (100)	2,161 (100)	62,397 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	7,261 (24.39)	3,254 (25.26)	2,446 (16.92)	809 (25.85)	427 (19.76)	14,197 (22.75)
<b>A level (unit entry)</b>	<b>2,730,601</b>	<b>2,026,413</b>	<b>1,774,729</b>	<b>144,917</b>	<b>342,414</b>	<b>7,019,074</b>
Enquiries received at unit level (% of total unit entry)	17,208 (0.630)	13,739 (0.678)	11,099 (0.625)	1,625 (1.121)	837 (0.244)	44,508 (0.634)
Enquiries completed within deadline (% of enquiries received)	17,208 (100)	13,739 (100)	11,099 (100)	1,625 (100)	837 (100)	44,508 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	2,389 (13.88)	1,216 (8.85)	924 (8.33)	102 (6.28)	106 (12.66)	4,737 (10.64)

**Service 2: priority level**

	<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>2,730,601</b>	<b>2,026,413</b>	<b>1,774,729</b>	<b>144,917</b>	<b>342,414</b>	<b>7,019,074</b>
Enquiries received at unit level (% of total unit entry)	2,508 (0.092)	2,639 (0.130)	2,096 (0.118)	632 (0.436)	166 (0.048)	8,041 (0.115)
Enquiries completed within deadline (% of enquiries received)	2,508 (100)	2,639 (100)	2,096 (100)	632 (100)	166 (100)	8,041 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	401 (15.99)	258 (9.78)	203 (9.69)	127 (20.09)	21 (12.65)	1,010 (12.56)

<sup>4</sup> In 2005 the deadline for this service was reduced from 40 days to 35 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>2,869,511</b>	<b>1,319,534</b>	<b>1,202,243</b>	<b>173,013</b>	<b>480,240</b>	<b>6,044,541</b>
Enquiries received (% of total subject entry)	784 (0.027)	429 (0.033)	309 (0.026)	14 (0.008)	13 (0.003)	1,549 (0.026)
Enquiries completed within deadline (% of enquiries received)	770 (98.21)	424 (98.83)	309 (100)	13 (92.86)	13 (100)	1,529 (98.71)
<b>A level (unit entry)</b>	<b>2,730,601</b>	<b>2,026,413</b>	<b>1,774,729</b>	<b>144,917</b>	<b>342,414</b>	<b>7,019,074</b>
Enquiries received at unit level (% of total unit entry)	537 (0.020)	299 (0.015)	180 (0.010)	4 (0.003)	16 (0.005)	1,036 (0.015)
Enquiries completed within deadline (% of enquiries received)	537 (100)	299 (100)	180 (100)	4 (100)	16 (100)	1,036 (100)

**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	128	230	310	14	1	683
Stage 2 appeals received	7	13	22	0	0	42
Stage 2 appeals completed within 70 days (%)	5 (71)	9 (69)	8 (36)	0 n/a	0 n/a	22 (52)
Appeals that resulted in a change to an overall grade	13	37	42	4	0	96

## Data by awarding body

### AQA

#### Enquiries about results

Total subject entries: GCSE 2,869,511; A level 874,773				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	367	367	41
	A level	184	184	9
Service 2: non-priority	GCSE	29,766	29,766	7,261
	A level	17,208	17,208	2,389
Service 2: priority	A level	2,508	2,508	401
Service 3	GCSE	784	770	n/a
	A level	537	537	n/a

Data source: Awarding body data exchange submitted 08/01/2007

### Appeals

Service	Received	% Completed within 70 days	Appeals that resulted in a change to an overall grade
Stage 1	128	n/a	13
Stage 2	7	71	

Data source: Awarding body data exchange submitted 23/02/2007

## Edexcel

### Enquiries about results

Total subject entries: GCSE 1,319,534; A level 555,096				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	196	196	0
	A level	233	233	4
Service 2: non-priority	GCSE	12,882	12,882	3,254
	A level	13,739	13,739	1,216
Service 2: priority	A level	2,639	2,639	258
Service 3	GCSE	429	424	n/a
	A level	299	299	n/a

Data source: Awarding body data exchange submitted 09/03/2007

### Appeals

Service	Received	% Completed within 70 days	Appeals that resulted in a change to an overall grade
Stage 1	230	n/a	37
Stage 2	13	69	

Data source: Awarding body data exchange submitted 22/02/2007

## OCR

### Enquiries about results

Total subject entries: GCSE 1,202,243; A level 542,444				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	392	392	65
	A level	350	350	17
Service 2: non-priority	GCSE	14,459	14,459	2,446
	A level	11,099	11,099	924
Service 2: priority	A level	2,096	2,096	203
Service 3	GCSE	309	309	n/a
	A level	180	180	n/a

Data source: Awarding body data exchange submitted 28/02/2007

### Appeals

Service	Received	% Completed within 70 days	Appeals that resulted in a change to an overall grade
Stage 1	310	n/a	42
Stage 2	22	36	

Data source: Awarding body data exchange submitted 05/03/2007

## CCEA

### Enquiries about results

Total subject entries: GCSE 173,013; A level 20,519				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	11	11	0
	A level	3	3	0
Service 2: non-priority	GCSE	3,129	3,129	809
	A level	1,625	1,625	102
Service 2: priority	A level	632	632	127
Service 3	GCSE	14	13	n/a
	A level	4	4	n/a

Data source: Awarding body data exchange submitted 17/11/2006

### Appeals

Service	Received	% Completed within 70 days	Appeals that resulted in a change to an overall grade
Stage 1	14	n/a	4
Stage 2	0	n/a	

Data source: Awarding body data exchange submitted 01/03/2007

## WJEC

### Enquiries about results

Total subject entries: GCSE 480,240; A level 101,535				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	17	17	2
	A level	17	17	1
Service 2: non-priority	GCSE	2,161	2,161	427
	A level	837	837	106
Service 2: priority	A level	166	166	21
Service 3	GCSE	13	13	n/a
	A level	16	16	n/a

Data source: Awarding body data exchange submitted 20/11/2006

### Appeals

Service	Received	% Completed within 70 days	Appeals that resulted in a change to an overall grade
Stage 1	1	n/a	n/a
Stage 2	0	n/a	

Data source: Awarding body data exchange submitted 15/02/2007

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