



Qualifications and
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FOR WALES



Enquiries about results and appeals

Report on the summer 2004 GCSE and A level examinations series

May 2005

Introduction

This is a report on enquiries about results and appeals made to awarding bodies for the summer 2004 GCSE and A level examinations series.

It 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)
- London Qualifications (Edexcel)
- Oxford, Cambridge, and RSA Examinations (OCR)
- Welsh Joint Education Committee (WJEC)

The report has the final data submitted by awarding bodies to the regulatory authorities (QCA in England, ACCAC in Wales and CCEA in Northern Ireland). The report:

- details the processes and 2004 reporting arrangements for enquiries about results and appeals
- provides data for the five awarding bodies for the three common services for enquiries about results and the two stages for appeals
- provides data about the performance of each individual awarding body.

Changes from summer 2003 examinations series

The A level data for the summer 2004 examinations series includes both GCE and VCE and is therefore not directly comparable to the GCE only data for 2003.

The name of a service 2 enquiry has changed from a 're-mark' to 'a post-results review of marking' to make clear to centres and candidates what this process involves.

The deadline for awarding bodies to notify centres and candidates about the outcome of a priority level service 2 enquiry has changed from 30 days to 20 days after the enquiry is made.

The regulatory authorities review the deadlines for these services annually.

The enquiries about results and appeals process

Enquiries about results

Every year, for the five awarding bodies, the Joint Council for Qualifications (JCQ) publishes information and guidance to 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 a 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.¹ 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.

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 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.

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

A second examiner (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.

¹ The deadlines for completion of these services are in the *GCSE, GCSE in vocational subjects, GCE, VCE, GNVQ and AEA: Code of practice 2005/6, QCA, 2005*

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.

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 three members, one of whom must be independent (ie not a current member of the awarding body's staff or committees). 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.

The summer 2004 examinations series data

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

Enquiries about results

The entry figures in the tables below are from the awarding bodies.

GCSE data does not include GCSE short course data. The number of GCSE short course unit entries is insignificant, usually less than one per cent of total GCSE unit entries.

The A level data includes GCE and VCE 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 2004 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	WJEC
GCSE (subject entry)	3,023,983	1,201,235	1,187,120	218,277	361,715
A level (subject entry)	833,174	495,039	480,573	38,464	84,296
A level (unit entry)	2,713,593	2,049,894	1,568,472	133,350	290,422

Service 1

	AQA	EDEXCEL	OCR	CCEA	WJEC
GCSE (subject entry)	3,023,983	1,201,235	1,187,120	218,277	361,715
Enquiries received (% of total subject entry)	266 (0.01)	148 (0.007)	386 (0.03)	13 (0.006)	6 (0.002)
Enquiries completed within deadline (% of enquiries received)	266 (100)	147 (99.3)	386 (100)	13 (100)	6 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	15 (6)	11 (7.4)	36 (9)	1 (7.6)	0 (0)
A level (unit entry)	2,713,593	2,049,894	1,568,472	133,350	290,422
Enquiries received at unit level (% of total unit entry)	166 (0.01)	200 (0.01)	328 (0.02)	3 (0.002)	4 (0.001)
Enquiries completed within deadline (% of enquiries received)	166 (100)	200 (100)	328 (100)	3 (100)	4 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	6 (3.6)	8 (4)	57 (17.3)	0 (0)	0 (0)

Service 2: non-priority level

	AQA	EDEXCEL	OCR	CCEA	WJEC
GCSE (subject entry)	3,023,983	1,201,235	1,187,120	218,277	361,715
Enquiries received (% of total subject entry)	24,338 (0.8)	8,666 (0.72)	9,403 (0.79)	2,452 (1.12)	1,502 (0.42)
Enquiries completed within deadline (% of enquiries received)	24,338 (100)	8,503 (98.1)	9,359 (99.5)	2,452 (100)	1,502 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	6,345 (26)	1,941 (22.4)	1,462 (16)	641 (26)	321 (21)
A level (unit entry)	2,713,593	2,049,894	1,568,472	133,350	290,422
Enquiries received at unit level (% of total unit entry)	16,719 (0.62)	13,909 (0.68)	10,209 (0.65)	1,428 (1.1)	618 (0.21)
Enquiries completed within deadline (% of enquiries received)	16,719 (100)	13,852 (99.6)	10,193 (100)	1,428 (100)	618 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	2,418 (14.5)	1,312 (9.5)	808 (7.9)	81 (5.7)	81 (13)

Service 2: priority level¹

	AQA	EDEXCEL	OCR	CCEA	WJEC
A level (unit entry)	2,713,593	2,049,894	1,568,472	133,350	290,422
Enquiries received at unit level (% of total unit entry)	2,559 (0.09)	3,063 (0.15)	2,367 (0.15)	523 (0.39)	151 (0.05)
Enquiries completed within deadline (% of enquiries received)	2,559 (100)	3,059 (99.9)	2,367 (100)	523 (100)	151 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	392 (15.3)	308 (10.07)	199 (8.4)	113 (22)	27 (18)

¹ The deadline for awarding bodies to notify centres about the outcome of a priority level service 2 enquiry has changed. It is now 20 days after the enquiry is made (down from 30 days), which provides a better service to candidates and centres.

Service 3

	AQA	EDEXCEL	OCR	CCEA	WJEC
GCSE (subject entry)	3,023,983	1,201,235	1,187,120	218,277	361,715
Enquiries received (% of total subject entry)	618 (0.02)	344 (0.03)	260 (0.02)	7 (0.003)	13 (0.003)
Enquiries completed within deadline (% of enquiries received)	601 (97)	275 (78)	239 (92)	7 (100)	13 (100)
A level (unit entry)	2,713,593	2,049,894	1,568,472	133,350	290,422
Enquiries received at unit level (% of total unit entry)	452 (0.017)	675 (0.03)	194 (0.012)	5 (0.004)	27 (0.009)
Enquiries completed within deadline (% of enquiries received)	440 (97)	627 (93)	184 (95)	5 (100)	27 (100)

Appeals

Stage 1 and stage 2 appeals

	AQA	EDEXCEL	OCR	CCEA	WJEC
Stage 1 appeals received	125	255	269	7	0
Stage 2 appeals received	13	20	37	0	0
Stage 2 appeals completed within 70 days (%)	0 (0)	14 (70)	35 (94.6)	0 n/a	0 n/a
Appeals that resulted in a change to an overall grade	5	37	82	4	n/a

Data by awarding body

AQA

Enquiries about results

Total entries: GCSE 3,023,983; A level 833,174				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE A level	266 166	266 166	15 6
Service 2: non-priority	GCSE A level	24,338 16,719	24,338 16,719	6,345 2,418
Service 2: priority	A level	2,559	2,559	392
Service 3	GCSE A level	618 452	601 440	n/a n/a

Data source: Awarding body data exchange submitted 20/12/2004

Appeals

Service	Received	Completed within deadline	Appeals that resulted in a change to an overall grade
Stage 1	125	n/a	5
Stage 2	13	0	

Data source: Awarding body data exchange submitted 15/03/2005

EDEXCEL

Enquiries about results

Total entries: GCSE 1,201,235; A level 495,039				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	148	147	11
	A level	200	200	8
Service 2: non-priority	GCSE	8,666	8,503	1,941
	A level	13,909	13,852	1,312
Service 2: priority	A level	3,063	3,059	308
Service 3	GCSE	344	275	n/a
	A level	675	627	n/a

Data source: Awarding body data exchange submitted 18/01/2005

Appeals

Service	Received	Completed within deadline	Appeals that resulted in a change to an overall grade
Stage 1	255	n/a	37
Stage 2	20	14	

Data source: Awarding body data exchange submitted 27/04/2005

OCR

Enquiries about results

Total entries: GCSE 1,187,120; A level 480,573				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	386	386	36
	A level	328	328	57
Service 2: non-priority	GCSE	9,403	9,359	1,462
	A level	10,209	10,193	808
Service 2: priority	A level	2,367	2,367	199
Service 3	GCSE	260	239	n/a
	A level	194	184	n/a

Data source: Awarding body data exchange submitted 13/12/2004

Appeals

Service	Received	Completed within deadline	Appeals that resulted in a change to an overall grade
Stage 1	269	n/a	82
Stage 2	37	35	

Data source: Awarding body data exchange submitted 15/03/2005

CCEA**Enquiries about results**

Total entries: GCSE 218,277; A level 38,464

Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	13	13	1
	A level	3	3	0
Service 2: non-priority	GCSE	2,452	2,452	641
	A level	1,428	1,428	81
Service 2: priority	A level	523	523	113
Service 3	GCSE	7	7	n/a
	A level	5	5	n/a

Data source: Awarding body data exchange submitted 08/11/2004

Appeals

Service	Received	Completed within deadline	Appeals that resulted in a change to an overall grade
Stage 1	7	n/a	4
Stage 2	0	n/a	

Data source: Awarding body data exchange submitted 16/03/2005

WJEC***Enquiries about results***

Total entries: GCSE 361,715; A level 84,296

Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	6	6	0
	A level	4	4	0
Service 2: non-priority	GCSE	1,502	1,502	321
	A level	618	618	81
Service 2: priority	A level	151	151	27
Service 3	GCSE	13	13	n/a
	A level	27	27	n/a

Data source: Awarding body data exchange submitted 09/11/2004

Appeals

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

Data source: Awarding body data exchange submitted 11/03/2005