



Qualifications and
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FOR WALES



Enquiries about results and appeals

Report on the summer 2005 GCSE and A level examinations series

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Contents

Introduction.....	3
Changes from the summer 2004 examinations series	3
The enquiries about results and appeals process	4
Enquiries about results	4
Appeals.....	5
The summer 2005 examinations series data.....	6
Enquiries about results	6
Appeals.....	9
Data by awarding body.....	10
AQA	10
Edexcel	11
OCR.....	12
CCEA.....	13
WJEC.....	14

Introduction

This is a report on enquiries about results and appeals made to awarding bodies for the summer 2005 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)
- Edexcel
- Oxford, Cambridge, and RSA Examinations (OCR)
- Welsh Joint Education Committee (WJEC)

The final data is 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 2005 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.

Changes from the summer 2004 examinations series

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. For 2005, the deadlines for two services were reduced as follows:

- service 1: a clerical check from 40 to 20 days
- service 2: a post-results review of marking from 40 to 35 days.

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 recheck 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 recheck 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 recheck (service 1).

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

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.

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 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 2005 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 on the following pages are from the awarding bodies.

GCSE data includes GCSE short course data. However, the number of GCSE short course unit entries is 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 2005 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	TOTAL
GCSE (subject entry)	2,911,641	1,228,972	1,196,306	213,265	425,528	5,975,712
A level (subject entry)	864,254	496,916	502,558	22,045	96,346	1,982,119
A level (unit entry)	2,748,212	1,929,776	1,618,780	138,436	317,999	6,753,203

Service 1²

	AQA	Edexcel	OCR	CCEA	WJEC	TOTAL
GCSE (subject entry)	2,911,641	1,228,972	1,196,306	213,265	425,528	5,975,712
Enquiries received (% of total subject entry)	278 (0.009)	108 (0.009)	239 (0.019)	11 (0.005)	26 (0.006)	662 (0.011)
Enquiries completed within deadline (% of enquiries received)	278 (100)	108 (100)	239 (100)	11 (100)	26 (100)	662 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	5 (1.79)	3 (2.78)	26 (10.88)	0 (0)	3 (11.54)	37 (5.59)
A level (unit entry)	2,748,212	1,929,776	1,618,780	138,436	317,999	6,753,203
Enquiries received at unit level (% of total unit entry)	368 (0.013)	210 (0.011)	181 (0.011)	4 (0.003)	10 (0.003)	773 (0.011)
Enquiries completed within deadline (% of enquiries received)	368 (100)	210 (100)	181 (100)	4 (100)	10 (100)	773 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	4 (1.09)	1 (0.48)	22 (12.15)	0 (0)	0 (0)	27 (3.49)

² In 2005 the deadline for this service was reduced from 40 to 20 days.

Service 2: non-priority level³

	AQA	Edexcel	OCR	CCEA	WJEC	TOTAL
GCSE (subject entry)	2,911,641	1,228,972	1,196,306	213,265	425,528	5,975,712
Enquiries received (% of total subject entry)	23,996 (0.824)	10,460 (0.851)	10,358 (0.866)	2,900 (1.359)	1,994 (0.469)	49,708 (0.832)
Enquiries completed within deadline (% of enquiries received)	23,996 (100)	10,460 (100)	10,358 (100)	2,900 (100)	1,994 (100)	49,708 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	6,020 (25.09)	2,710 (25.91)	1,864 (17.99)	697 (24.03)	392 (19.66)	11,683 (23.50)
A level (unit entry)	2,748,212	1,929,776	1,618,780	138,436	317,999	6,753,203
Enquiries received at unit level (% of total unit entry)	16,459 (0.599)	13,197 (0.684)	10,457 (0.646)	1,680 (1.214)	809 (0.254)	42,602 (0.631)
Enquiries completed within deadline (% of enquiries received)	16,459 (100)	13,197 (100)	10,457 (100)	1,680 (100)	809 (100)	42,602 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	2,279 (13.85)	1,266 (9.59)	920 (8.79)	105 (6.25)	92 (11.37)	4,662 (10.94)

Service 2: priority level

	AQA	Edexcel	OCR	CCEA	WJEC	TOTAL
A level (unit entry)	2,748,212	1,929,776	1,618,780	138,436	317,999	6,753,203
Enquiries received at unit level (% of total unit entry)	2,670 (0.097)	3,034 (0.157)	2,252 (0.139)	582 (0.420)	116 (0.036)	8,654 (0.128)
Enquiries completed within deadline (% of enquiries received)	2,670 (100)	3,034 (100)	2,252 (100)	582 (100)	116 (100)	8,654 (100)
Enquiries that resulted in a change to an overall grade (% of enquiries received)	380 (14.23)	251 (8.27)	232 (10.30)	96 (16.49)	20 (17.24)	979 (11.31)

³ In 2005 the deadline for this service was reduced from 40 to 35 days.

Service 3

	AQA	Edexcel	OCR	CCEA	WJEC	TOTAL
GCSE (subject entry)	2,911,641	1,228,972	1,196,306	213,265	425,528	5,975,712
Enquiries received (% of total subject entry)	679 (0.023)	376 (0.031)	237 (0.019)	10 (0.005)	10 (0.002)	1,312 (0.022)
Enquiries completed within deadline (% of enquiries received)	672 (98.97)	358 (95.21)	237 (100)	10 (100)	10 (100)	1,287 (98.09)
A level (unit entry)	2,748,212	1,929,776	1,618,780	138,436	317,999	6,753,203
Enquiries received at unit level (% of total unit entry)	481 (0.018)	385 (0.019)	214 (0.013)	4 (0.003)	6 (0.002)	1,090 (0.016)
Enquiries completed within deadline (% of enquiries received)	481 (100)	360 (93.51)	214 (100)	4 (100)	6 (100)	1,065 (97.71)

Appeals

Stage 1 and stage 2 appeals

	AQA	Edexcel	OCR	CCEA	WJEC	TOTAL
Stage 1 appeals received	117	285	328	4	0	734
Stage 2 appeals received	13	24	20	0	0	57
Stage 2 appeals completed within 70 days (%)	62%	38%	70%	n/a	n/a	54%
Appeals that resulted in a change to an overall grade	7	52	41	3	0	103

Data by awarding body

AQA

Enquiries about results

Total subject entries: GCSE 2,911,641; A level 864,254				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	278	278	5
	A level	368	368	4
Service 2: non-priority	GCSE	23,996	23,996	6,020
	A level	16,459	16,459	2,279
Service 2: priority	A level	2,670	2,670	380
Service 3	GCSE	679	672	n/a
	A level	481	481	n/a

Data source: Awarding body data exchange submitted 23/1/2006

Appeals

Service	Received	Completed within 70 days	Appeals that resulted in a change to an overall grade
Stage 1	117	n/a	7
Stage 2	13	62%	

Data source: Awarding body data exchange submitted 24/2/06

Edexcel

Enquiries about results

Total subject entries: GCSE 1,228,972; A level 496,916				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	108	108	3
	A level	210	210	1
Service 2: non-priority	GCSE	10,460	10,460	2,710
	A level	13,197	13,197	1,266
Service 2: priority	A level	3,034	3,034	251
Service 3	GCSE	376	358	n/a
	A level	385	360	n/a

Data source: Awarding body data exchange submitted 20/12/2005

Appeals

Service	Received	Completed within 70 days	Appeals that resulted in a change to an overall grade
Stage 1	285	n/a	52
Stage 2	24	38%	

Data source: Awarding body data exchange submitted 28/2/06

OCR

Enquiries about results

Total subject entries: GCSE 1,196,306; A level 502,558				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	239	239	26
	A level	181	181	22
Service 2: non-priority	GCSE	10,358	10,358	1,864
	A level	10,457	10,457	920
Service 2: priority	A level	2,252	2,252	232
Service 3	GCSE	237	237	n/a
	A level	214	214	n/a

Data source: Awarding body data exchange submitted 1/12/2005

Appeals

Service	Received	Completed within 70 days	Appeals that resulted in a change to an overall grade
Stage 1	328	n/a	41
Stage 2	20	70%	

Data source: Awarding body data exchange submitted 7/3/2006

CCEA

Enquiries about results

Total subject entries: GCSE 213,265; A level 22,045				
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	4	4	0
Service 2: non-priority	GCSE	2,900	2,900	697
	A level	1,680	1,680	105
Service 2: priority	A level	582	582	96
Service 3	GCSE	10	10	n/a
	A level	4	4	n/a

Data source: Awarding body data exchange submitted 31/1/2006

Appeals

Service	Received	Completed within 70 days	Appeals that resulted in a change to an overall grade
Stage 1	4	n/a	3
Stage 2	0	n/a	

Data source: Awarding body data exchange submitted 1/3/2006

WJEC

Enquiries about results

Total subject entries: GCSE 425,528; A level 96,346,				
Service	Qualification	Enquiries received	Enquiries completed within deadline	Enquiries that resulted in a change to an overall grade
Service 1	GCSE	26	26	3
	A level	10	10	0
Service 2: non-priority	GCSE	1,994	1,994	392
	A level	809	809	92
Service 2: priority	A level	116	116	20
Service 3	GCSE	10	10	n/a
	A level	6	6	n/a

Data source: Awarding body data exchange submitted 24/1/2006

Appeals

Service	Received	Completed within 70 days	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 28/2/2006