

## Appeals

Although everyone will be working hard to make sure you are issued with the correct grades on results day, there will also be an appeals system as a safety net to fix any genuine errors that were not identified earlier on.

If you believe an error has been made in determining your grade, you will have a right to appeal. There are two stages to the appeals process:

### ***Stage 1: centre review***

If you don't think you have been issued with the correct grade, you can appeal to your school or college, who will review whether they:

- made an administrative error, e.g. they submitted an incorrect grade; they used an incorrect assessment mark when determining your grade.
- did not apply a procedure correctly, e.g. they did not follow their Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness.

To help you decide whether to appeal, you can request that your school or college shares with you the following information on results day if not before:

- their Centre Policy
- the sources of evidence used to determine your grade along with any grades/marks associated with them
- details of any special circumstances that have been taken into account in determining your grade, e.g. access arrangements, mitigating circumstances such as illness

### ***Stage 2: appeal to the exam board***

If you still don't think you have the correct grade after the centre review is complete, you can ask your school or college to appeal to the exam board, who will review whether

- the school or college made an unreasonable exercise of academic judgement<sup>1</sup> in the choice of evidence from which they determined your grade and/or in the determination of your grade from that evidence.

<sup>1</sup> A reasonable judgement is one that is supported by evidence. An exercise of judgement will not be unreasonable simply because a student considers that an alternative grade should have been awarded, even if the student puts forward supporting evidence. There may be a difference of opinion without there being an unreasonable exercise of judgement. The reviewer will not remark individual assessments to make fine judgements but will take a holistic approach based on the overall evidence.

- the school or college did not apply a procedure correctly, e.g. they did not follow their Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or mitigating circumstances, such as illness.
- the exam board made an administrative error, e.g. they changed your grade during the processing of grades.

At both stages of the process you will need to submit your appeal to your school or college and give them your written consent to conduct the appeal or submit it to the exam board on your behalf. It's important to remember that **your grade can go down, up or stay the same** through either stage of the process.

If you have a place at university that is dependent on your appeal, you should tell the university you are hoping to go to so they can decide how to handle your offer. You should also tell your school or college so they can ask the exam board to prioritise your appeal. The timelines for priority and non-priority appeals will be as follows:

**10 August to 7 September:** priority appeals window

- » **10 August to 16 August:** student requests centre review
- » **10 August to 20 August:** centre conducts centre review
- » **11 August to 23 August:** centre submits appeal to exam board
- **10 August to end October:** majority of non-priority appeals take place
  - » **10 August to 3 September:** student requests centre review
  - » **10 August to 10 September:** centre conducts centre review
  - » **11 August to 17 September:** centre submits appeal to exam board

Finally, if you believe the exam board has made a procedural error in handling your appeal, you can apply to Ofqual's Exam Procedures Review Service to review the process undertaken by the exam board.

# Appeals Process

## After results day

Results issued (10/12 August)

1. **Student** asks centre for review because they think there has been an error

*Note: Grades can go up, down or stay the same*

**Centre review:** Centre checks for errors and process issues. Centre wants to change grade?

No

Yes

**Awarding Organisation** checks and issues final grade; may require input from Centre

Centre informs student of outcome

2. If **Student** thinks the error has not been resolved they ask centre for Awarding Organisation appeal

Centre submits Awarding Organisation appeal

*Note: Grades can go up, down or stay the same*

**Awarding Organisation appeal:**  
Have processes been followed, is the grade a reasonable exercise of academic judgement?

No

Yes

**Awarding Organisation** issues final grade; may require input from Centre

**Awarding Organisation** issues final grade

Centre informs student of outcome

3. If dissatisfied, applications may be made to Ofqual's EPRS (Exam Procedures Review Service)