

Quality Assurance for Summer 2021

Appeals Overview

Stage 1

Centre review

The first stage of the process is referred to as a centre review. If a student does not consider that they have been issued with the correct grade, they can ask their centre to check if an administrative or procedural error has occurred.

The centre will need to ensure the student is aware that their grade could go down, up or stay the same.

If the centre finds that an error has occurred, they will be able to submit a request to the awarding organisation to correct the error and amend the grade without the need to make an appeal.

Stage 2

Appeal to the awarding organisation

The second stage of the process is referred to as an appeal to the awarding organisation (submitted by the centre on the student's behalf).

An appeal should be submitted if the student considers that the centre did not follow its procedure properly, the awarding organisation has made an administrative error, or the student considers that the grade awarded was an unreasonable exercise of academic judgement.

The centre will need to ensure the student is aware that their grade could go down, up or stay the same.

Priority appeals window

10 August
to 7 September

Majority of non-priority
appeals take place

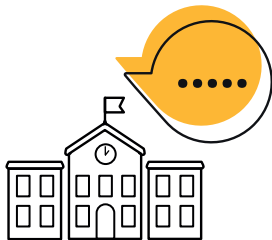
10 August
to 30 October

Stage 3

Ofqual exam procedures review

The third stage of the process is referred to as an appeal to Ofqual's Exam Procedures Review Service (EPRS) if the student considers that the awarding organisation has made a procedural error.

Grounds for appeal



In summary there are four grounds upon which a centre review or an appeal to an awarding organisation may be requested:

- **At stage 1:** The centre made an administrative error, e.g. an incorrect grade was submitted; an incorrect assessment mark was used when determining the grade.
- **At stages 1 and 2:** The centre did not apply a procedure correctly, such as the centre did not follow its Centre Policy, did not undertake internal quality assurance, did not take account of access arrangements or special consideration.
- **At stage 2:** The awarding organisation made an administrative error, e.g. the grade was incorrectly changed by the awarding organisation during the processing of grades.
- **At stage 2:** The student considers that the centre made an unreasonable exercise of academic judgement in the choice of evidence from which to determine the grade and/or the determination of the grade from that evidence.