



Joint Council for  
Qualifications

**Produced on behalf of: AQA, OCR, Pearson and WJEC**

**Notice to Centres – Post-Results Services and Appeals**

**(For the attention of heads of centre, senior leaders and examination officers)**

Since the publication of the JCQ document *Post-Results Services – Information and guidance to centres for examinations taken in June 2016 and November 2016*, Ofqual has announced a series of changes to reviews of marking and appeals.

In view of this, the JCQ member awarding bodies have issued this supplementary document.

Centres should note the following:

1. The JCQ publication *Post-Results Services – Information and guidance to centres for examinations taken in June 2016 and November 2016* sets out common arrangements. **Although the published information remains valid for the June 2016 examination series, this supplementary document clarifies some key points associated with the reform of post-results services and appeals.**

Centres should also refer to awarding bodies' websites for further information as awarding bodies may offer additional post-results services.

2. Ofqual has announced that the *Code of Practice* in relation to GCE AS, A-level and GCSE qualifications will be withdrawn in August 2016, being replaced by Qualification Level Conditions. Centres may, however, continue to refer to the *Code of Practice* for the awarding bodies' provision of post-results services and appeals, June 2016 examination series.

Arrangements for the awarding bodies' provision of post-results services and appeals, November 2016 examination series, may be subject to change. Centres will be notified of any changes in due course.

3. Although Ofqual intends removing the automatic protection of subject grades provided in the *Code of Practice*, they will not bring this into force until such time as they consider it appropriate to do so. Therefore for the June 2016 examination series the following arrangements remain in place:
  - a. where a centre submits a Service 3 request, moderation review, candidates' marks may be lowered but their published subject grades will not be lowered; **and**
  - b. where the awarding body initiates an extended review of marking, candidates' marks and subject grades may only be confirmed or raised. Marks and subject grades will not be lowered.
4. Awarding bodies will automatically provide more detailed feedback to centres where a provisional qualification result changes by two or more grades. This feedback will be provided subsequent to the outcome of the review of marking.
5. Although the published deadlines for completion of each EAR service remain in force for the June 2016 examination series, these will be reviewed for the June 2017 examination series. This will ensure they more accurately reflect the reduced turnaround associated with the increased use of on-screen marking.
6. Ofqual will be requiring awarding bodies to pilot appeals on the additional grounds of a marking error in three GCE A-level subjects – Geography, Physics and Religious Studies.

This could be where:

- a marking error was not corrected during the review of marking; **or**
- a marking error occurred during the review of marking.

In considering whether or not to appeal, it is important to note Ofqual's '*Guidance on considering marking errors on a review or appeal*', which states that:

'Following a review or an appeal, a reasonable mark should not be replaced with another such mark, simply because those carrying out the review or the appeal would have given a different mark if they were the original Assessor. We do not consider that one such mark should be replaced with another (often higher) mark, as then Learners who request a review or appeal would be unfairly advantaged over those who do not. A review or appeal should not be an opportunity for a Learner to have a second go at getting a better mark. Such a review or appeal should only interfere with a mark where there has been a Marking Error.'

Ofqual has defined a marking error as:

'The awarding of a mark or the arrival at an outcome of Moderation which could not reasonably have been given or arrived at given the evidence generated by the Learner(s) (and for Moderation, the centre's marking of that evidence), the criteria against which Learners' performance is differentiated and any procedures of the awarding organisation in relation to Moderation or marking, including in particular where the awarding of a mark or outcome of moderation is based on: an Administrative Error, a failure to apply such criteria and procedures to the evidence generated by the Learner(s) where that failure did not involve the exercise of academic judgment, or an unreasonable exercise of academic judgment'.

### Useful links

<http://www.jcq.org.uk/exams-office/post-results-services/post-results-services-june-2016-and-november-2016>

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/536259/2016-07-08-decisions-on-changes-to-regulations-for-enquiries-and-appeals.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/536259/2016-07-08-decisions-on-changes-to-regulations-for-enquiries-and-appeals.pdf)

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