



Guide to Appeals for General and Vocational Qualifications for Summer 2020

Background

On 18 March 2020, the Secretary of State for Education announced that exams in schools and colleges due to take place in summer 2020 would be cancelled in order to help fight the spread of the Coronavirus (COVID-19). On 3 April, Ofqual [published information](#) on how grades would be issued for GCSEs, AS and A levels, Extended Project Qualifications and the Advanced Extension Award in maths.

On 9 April, Ofqual received a direction from the Secretary of State which set out how the government expected vocational, technical qualifications, and other general qualifications, to be assessed and awarded in the coming weeks and months.

The aim has been to ensure that learners enrolled on vocational and technical qualifications, which are principally used for progression to further or higher education, are not disadvantaged with respect to their peers in the same cohort taking GCSEs, AS and A levels. The Secretary of State has said that, as far as possible, such qualifications should be treated in the same way as GCSEs, AS and A levels, with learners receiving a calculated result.



The Secretary of State also wants learners who are taking other vocational and technical qualifications that are used for progression to and through employment, as well as further or higher education, to receive results this summer in order to allow them to progress to the next stage of their lives. We have therefore made arrangements that were suitable for each of our vocational qualification suites so we could continue to award these wherever possible through with a calculated approach or adapted assessment. In a few cases, the only suitable option was to delay assessments.

Appeals for summer 2020

As in any awarding season there may be some learners who feel that their results do not reflect their ability. We have made arrangements to allow for an appeal, where appropriate.

For some internally assessed qualifications, [our current arrangements](#) provide for a right of appeal and these arrangements continue to apply where they are appropriate in the current circumstances (e.g. where an adapted assessment approach has been adopted).

For other qualifications, particularly those where we have employed a calculated approach to awarding, we have developed an appeals process specifically for summer 2020. This will apply to our General Qualifications as well as to some of our vocational and technical qualification suites, where results have been calculated.

The information below provides information on the appeals process for each suite of qualifications.

The applicable fees for appeals are published on our website.



General Qualifications

Qualifications	Appeals Process
GCSE GCE AS GCE A level Extended Project Qualification Advanced Extension Award in maths	<p>The appeals process for these qualifications is detailed in the JCQ Appeals Booklet: A guide to the awarding bodies' appeals processes, June 2020 examination series which can be found on the JCQ website: here: JCQ Appeals Booklet 2020</p> <p>The first two stages of the appeals process will be managed by Pearson and are: initial review, followed by independent review, where required.</p> <p>Where a centre believes we have not followed our process correctly, they can apply to the Exam Procedure Review Service (EPRS) which is managed by the relevant UK regulator. Information on this service will be provided on the website of the relevant regulator. Please note that this service is confined to GCE, GCSE and Project qualifications.</p>



International General Qualifications

Qualifications	Appeals Process
International GCSEs International Advanced level (IAL)	<p>The appeals process detailed in the JCQ Appeals Booklet will also apply to these qualifications, with some amendment (see below). The Booklet, A guide to the awarding bodies' appeals processes, June 2020 examination series can be found on the JCQ website: here: JCQ Appeals Booklet 2020.</p> <p>This process will apply to these qualifications with the following amendments:</p> <ul style="list-style-type: none">• A two-stage appeals process is available. Both stages will be managed by Pearson and are initial review followed by independent review, where required.• The Exam Procedure Review Service (EPRS) does not apply to these qualifications as they are not regulated by the UK regulators.



Functional Skills Qualifications

Qualifications	Appeals
Functional Skills <ul style="list-style-type: none"> • Speaking & Listening (all levels) • Entry 1-3 Legacy and reformed	<p>The usual appeals process for these qualifications will continue to apply for Summer 2020.</p> <p>Appeals should be managed through the centre’s appeals process and escalated to Pearson where required.</p> <p>Further information can be found in our Internal Assessment in Vocational Qualifications: Reviews and Appeals policy</p>
Functional Skills (external assessments) Level 1 and 2 Legacy and reformed	<p>The appeals process detailed in the JCQ Appeals Booklet will also apply to these qualifications, with some amendment (see below). The Booklet, A guide to the awarding bodies’ appeals processes, June 2020 examination series can be found on the JCQ website: here: JCQ Appeals Booklet 2020.</p> <p>This process will apply to these qualifications with the following amendments:</p> <ul style="list-style-type: none"> • A two-stage appeals process is available. Both stages will be managed by Pearson and are initial review followed by independent review, where required. • The Exam Procedure Review Service (EPRS) does not apply to these qualifications.



BTEC qualifications – Centre Grade Amendment Process

For all BTEC qualifications, the Centre Grade Amendment process will continue to operate as usual for internally assessed units where the centre identifies it has made an error. Centres should use this process for summer 2020. Further information on Assessment and Grading in summer 2020 can be found here: [Assessment and Grading in summer 2020](#). The form to request an amendment to previously declared outcomes can be found here: [Request to amend previously declared outcomes](#)

Qualifications	Appeals
BTEC Nationals* (Level 3) BTEC Firsts (Levels 1-2) BTEC Tech Awards (Levels 1-2) Foundation Learning: BTEC Entry Level (E1, E2, E3), BTEC Level 1 Introductory (2016, QCF 2010)	<p>The appeals process detailed in the JCQ Appeals Booklet will also apply to these qualifications, with some amendment (see below). The Booklet, A guide to the awarding bodies' appeals processes, June 2020 examination series can be found on the JCQ website: here: JCQ Appeals Booklet 2020.</p> <p>This process will apply to these qualifications with the following amendments:</p> <ul style="list-style-type: none"> • A two-stage appeals process is available. Both stages will be managed by Pearson and are initial review followed by independent review, where required. • The Exam Procedure Review Service (EPRS) does not apply to these qualifications. • For internally assessed, internally verified but not standards verified units, where grades were submitted to us by 10 June 2020, we will provide an opportunity for any adjustments we have made to the grades provided by the centre to be reviewed by one of our Standards Verifiers as part of the appeals process. The Standards Verifier will be able to either confirm the centre's



<p>PSD, Workskills (Levels 1 - 2) Life Skills</p> <p>*Please note that this excludes some Dental/Childcare/Sport units or qualifications, where a licence to practise element is involved and assessment will need to be adapted or delayed.</p>	<p>grades were appropriate, confirm that the adjustment made by us was appropriate, or confirm that a further adjustment is required. This is an additional feature in the appeals process for these units only.</p> <ul style="list-style-type: none"> • If you have identified errors in your unit grade submissions for internal assessments, you should follow the existing SA16 grade amendment process. If you have made an error in the Rank Order you submitted, this will need to follow the appeals process, selecting Appeals Service 1- centre error.
<p>BTEC Technicals (Level 3) Hospitality</p>	<p>The usual appeals process for these qualifications will continue to apply for Summer 2020. Appeals should be managed through the centre's appeals process and escalated to Pearson where required.</p> <p>Further information can be found in our Internal Assessment in Vocational Qualifications: Reviews and Appeals policy</p>



<p>BTEC Foundation Diplomas in Art and Design (FAD) (Levels 3-4)</p>	<p>The usual appeals process for these qualifications will continue to apply for Summer 2020. Appeals should be managed through the centre's appeals process and escalated to Pearson where required.</p> <p>Further information can be found in our Internal Assessment in Vocational Qualifications: Reviews and Appeals policy</p>
<p>BTEC HNC/HND (Levels 4-5)</p>	<p>The usual appeals process for these qualifications will continue to apply for Summer 2020.</p> <p>Appeals should be managed through the centre's appeals process and escalated to Pearson where required.</p> <p>Further information can be found in our Internal Assessment in Vocational Qualifications: Reviews and Appeals policy</p>
<p>BTEC Specialist (Levels 1-3)</p>	<p>The usual appeals process for these qualifications will continue to apply for Summer 2020.</p> <p>Appeals should be managed through the centre's appeals process and escalated to Pearson where required.</p>



	<p>Further information can be found in our Internal Assessment in Vocational Qualifications: Reviews and Appeals policy</p> <p>For any standalone qualifications where a calculated approach to awarding has been applied the appeals process detailed in the JCQ Appeals Booklet will also apply to these qualifications, with some amendment (see below). The Booklet, A guide to the awarding bodies' appeals processes, June 2020 examination series can be found on the JCQ website: here: JCQ Appeals Booklet 2020.</p> <p>This process will apply to these qualifications with the following amendments:</p> <ul style="list-style-type: none"> • A two-stage appeals process is available. Both stages will be managed by Pearson and are initial review followed by independent review, where required. • The Exam Procedure Review Service (EPRS) does not apply to these qualifications.
<p>BTEC Professional (Levels 4-6)</p>	<p>The usual appeals process for these qualifications will continue to apply for Summer 2020.</p> <p>Appeals should be managed by the centre and escalated to Pearson where required.</p> <p>Further information can be found in our Internal Assessment in Vocational Qualifications: Reviews and Appeals policy</p>



Certificate/Diploma in Digital Applications

Qualifications	Appeals
CiDA (Levels 1-2) DiDA (Levels 1-2)	<p>The appeals process detailed in the JCQ Appeals Booklet will also apply to these qualifications, with some amendment (see below). The Booklet, A guide to the awarding bodies' appeals processes, June 2020 examination series can be found on the JCQ website: here: JCQ Appeals Booklet 2020.</p> <p>This process will apply to these qualifications with the following amendments:</p> <ul style="list-style-type: none">• A two-stage appeals process is available. Both stages will be managed by Pearson and are initial review followed by independent review, where required.• The Exam Procedure Review Service (EPRS) does not apply to these qualifications.



Maths qualifications

Qualifications	Appeals
Edexcel Awards in Maths (Levels 1-3)	The appeals process detailed in the JCQ Appeals Booklet will also apply to these qualifications, with some amendment (see below). The Booklet, A guide to the awarding bodies' appeals processes, June 2020 examination series can be found on the JCQ website: here: JCQ Appeals Booklet 2020 .
Core Maths (Level 3)	<p>This process will apply to these qualifications with the following amendments:</p> <ul style="list-style-type: none"> • A two-stage appeals process is available. Both stages will be managed by Pearson and are initial review followed by independent review, where required. • The Exam Procedure Review Service (EPRS) does not apply to these qualifications.

ESOL Qualifications

Qualifications	Appeals
ESOL Skills for Life	<p>The appeals process detailed in the JCQ Appeals Booklet will also apply to these qualifications, with some amendment (see below). The Booklet, A guide to the awarding bodies' appeals processes, June 2020 examination series can be found on the JCQ website: here: JCQ Appeals Booklet 2020.</p> <p>This process will apply to these qualifications with the following amendments:</p>



	<ul style="list-style-type: none"> • A two-stage appeals process is available. Both stages will be managed by Pearson and are initial review followed by independent review, where required. • The Exam Procedure Review Service (EPRS) does not apply to these qualifications.
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Competency-based qualifications

Qualifications	Appeals
Competency-based qualifications (e.g. those that form part of an apprenticeship)	<p>The usual appeals process for these qualifications will continue to apply for Summer 2020.</p> <p>Appeals should be managed through the centre’s appeals process and escalated to Pearson where required.</p> <p>Further information can be found in our Internal Assessment in Vocational Qualifications: Reviews and Appeals policy</p>
Onscreen and paper-based tests for BTEC Specialist/Professional/Customised/Licence to	Where assessments for these qualifications has been able to continue, the usual appeals process for these qualifications will continue to apply for Summer 2020.



Practise Qualifications and End Point Assessment (EPA)	Appeals should be managed through the centre's appeals process and escalated to Pearson where required. Further information can be found in our Internal Assessment in Vocational Qualifications: Reviews and Appeals policy
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Valid basis for appeals

1. Where the JCQ Appeals Booklet applies, in whole or with specific amendments

Where the approach to appeal has been stated in the tables above as being the process laid out in the JCQ Appeals Booklet, either in whole or with amendments, the requirement is that Centres must ensure they have a valid basis for an appeal which is authorised by the Head of Centre. We will not accept appeals relating to the professional judgements of Teachers and Centres.

For Summer 2020, applications to appeal will be valid only where they are made on one or more of the allowed bases:

- the awarding organisation did not apply procedures consistently or that procedures were not followed properly and fairly
- the awarding organisation used the wrong data in applying the process. The wrong data:
 - I. includes incorrect data provided by a Centre



- II. includes a data set other than that specified in the requirements published by Ofqual, including where the data sets in relation to two or more centres have been transposed
- III. includes a data set specified in the requirements published by Ofqual into which errors have been introduced by the awarding organisation.

The definition of wrong data does not include a data set specified in the requirements published by Ofqual which contains errors or omissions that were not introduced by the awarding organisation.

- a result generated by applying the process was incorrectly issued by the awarding organisation in respect of one or more Learners.
- In exceptional circumstances where there is clear and objective evidence of a substantive difference between the 2020 cohort and a Centre's previous cohorts which undermines the assumption that those previous cohorts are sufficiently representative of the 2020 cohort reliably to inform the statistical model. In such a case the default data set could be held to be the wrong data for the purposes of standardisation.

An appeal must be submitted to us by the deadline of **17 September 2020** and will only be accepted where sufficient information and supporting evidence is provided and the appeal is made on a valid basis.

An appeal must be submitted via the EOL Appeals Portal which can be accessed here: <https://edexcelonline.pearson.com/> . Users with a post-results profile will be able to submit an appeal.



2. Where the Internal Assessment in Vocational Qualifications: Reviews and Appeals policy continues to apply

Where the approach to appeal has been stated above as being the usual appeals process that would be applied in any other year, the requirement is that Centres must have their own policy and procedure for enquiries and appeals relating to Pearson qualifications. This should include a process for learners to use where a centre decides not to apply for an appeal on their behalf. It is important that staff and learners know about the policy and that it is followed in all cases. Where cases need to be escalated to us, we will ask to see evidence that your internal review and appeal procedure has first been fully utilised.

Our reviews and appeals procedure will review whether:

- The centre's procedures are consistent with our requirements.
- The centre's procedures were applied properly and fairly in arriving at judgments.
- Our external quality assurance activities were consistent with regulatory requirements.

The review and appeals process focuses on procedure and is not concerned with making judgments about learner work. The process does not normally involve the re-assessment of learner work, but a review may be needed if the outcome of the review or appeal requires it.

Following the completion of the centre's process for reviews and appeals, appeals that need to be escalated to us can be submitted via the [Pearson Support Portal](#) as usual.



Information for centres

Centres will be provided with information which will help them to understand the results issued. This information will include:

- The Centre Assessment Grades (CAG) and Rank order information provided by the centre to the awarding body
- The final grades issued
- The historical data we have used in calculating the final results issued
- The impact the Prior Attainment Data we have used has had on the results issued (for General Qualifications only)

There will be no charge for the provision of this information.

Appeal service levels

For Summer 2020 we will process initial review appeal applications within 42 calendar days.

We will also process Independent Review appeal applications within 42 calendar days.

A centre will have 14 calendar days from the date on its initial review outcome letter to apply for an independent review appeal.

Where a learner requires the outcome of an appeal for progression purposes e.g. a place at university the centre should use the facility provided on the appeal application system to make us aware of this. Our aim is to process these appeals as soon as possible.



Bias and Discrimination

We will handle all allegations of bias and discrimination via the same process, regardless of whether they apply to general or vocational qualifications.

Where there is evidence that the information provided by the Centre was affected by bias or discrimination, or the Centre wrongly failed to take into account reasonable adjustments which would have been provided had exams taken place, the Learner can make a complaint to the Centre or an allegation of malpractice or maladministration to the awarding organisation. Results can be corrected, where appropriate, where malpractice or maladministration is found to have taken place.

Private candidates

Private candidates for qualifications awarded under the GQCov Conditions (GQ qualifications) will be required to appeal via the centre that submitted centre assessment grades on their behalf.

In contrast, it is a regulatory requirement that we provide a direct right of appeal for Private Candidates in relation to all results issued under the VTQCov Conditions (VTQ qualifications), without the need for an appeal to be brought by a Centre on the Private Candidate's behalf.