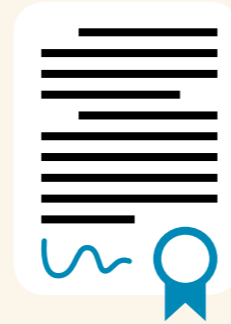


## GRADE ENQUIRIES AND APPEALS

In 2015 Pearson marked...

**3.7million**  
GCSE scripts



**1.2million**  
AS and A level scripts

Less than **0.8%** of all GCSE, AS and A level grades are changed following 'Enquiries about Results' (EAR) each year.

### The 'Enquiries about Results' (EAR) system

We have robust systems in place to ensure marking is **accurate**.

The examiners who undertake marking are **experienced** in the relevant subject area, and undergo extensive training before they mark papers each year.

**Rigorous checks** and ongoing support ensure they meet the required standards.

Find out more about our marking process [here](#).

Where schools and colleges think that a student has been given the wrong grade, they can make an enquiry about their result.

Requesting this post-results service, which provides clerical checks and marking/moderation reviews, is known as an Enquiry about Result (EAR).

If a school is still unhappy with the outcome, they can apply to us for a 'procedures review'. We receive only a handful of these annually.

Overall grade change following an EAR...

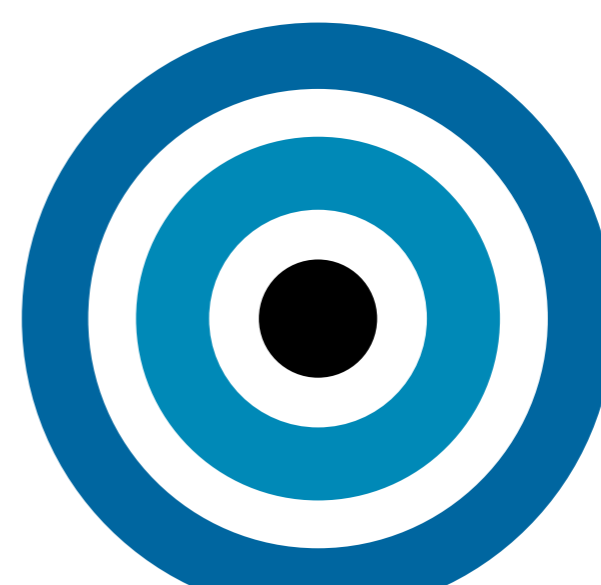
GCSE **0.8%**

AS and A level **0.5%**

### How many grades change as a result of an EAR?

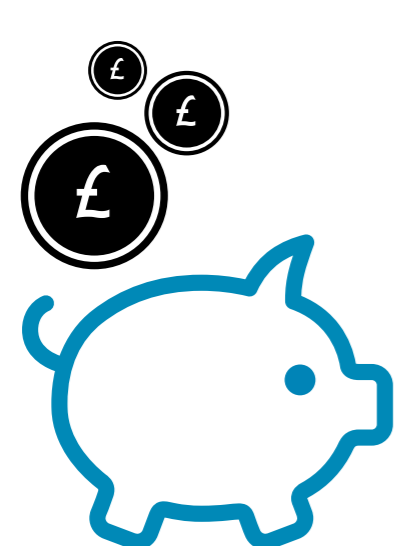
It is right to have a post-results system in place for schools that wish to query a student's grade, but our marking system delivers a very high level of accuracy and **less than 0.8% of grades are changed** following this process each year.

Also, it's important to note that grades can go down, as well as up, following a review.



In December 2015, the Joint Council for Qualifications published data [here](#) showing that the average mark change (across all exam boards) following a review of marking is 1.1 for GCSEs and 1.4 for AS and A levels. The data also showed that, where there are changes following the EAR process, the vast majority are relatively small and between one and two marks - it is incredibly rare for a result to change by more than this.

### How much does it cost?



There is an administrative fee for each EAR. We need to plan for and resource this process each year - recruiting senior examiners on both a temporary and permanent basis to undertake this work in August and September. However, we do not charge schools or colleges for these services if the candidate's grade is changed as a result of the review of marking.

Our fees are listed [here](#).

### How long does it take?



We know this is of the utmost importance to students, many of whom are waiting on their results to establish a university or college place. For this reason, **EAR requests are turned around very quickly** - last year, for example, it took us five days, on average, to complete a Service 2 request (a review of a candidate's mark) for our GCSE and AS and A level exams. Often reviews can be turned round within 24 hours.

### Why is the number of requests for an enquiry increasing?

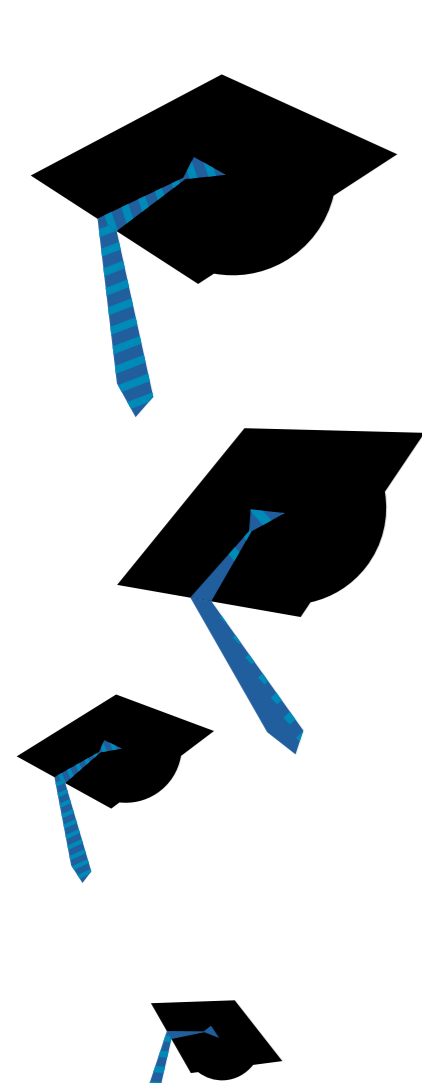


In 2015, we saw an increase of 31% for GCSE and 27% for AS and A level in the number of enquiries requested.

There are a number of potential reasons which may account for the increase in the volume of requests received, for example changes to the system, such as putting more emphasis on final linear exams and reducing the opportunity for re-sits.

**DESPITE INCREASE IN VOLUME, THERE HAS BEEN A DECREASE IN THE PERCENTAGE OF GRADES CHANGED COMPARED WITH THOSE CHALLENGED; BY SOME 0.7% FOR GCSE AND 3% FOR AS AND A LEVEL.**

### What changes are being made to the process?



Ensuring every student gets the result they deserve is our absolute priority - the appeals system is incredibly important, and we are committed to taking action to make any improvements wherever possible.

We welcome Ofqual's review of the exam appeals system, and are working with them and other awarding bodies on this important issue.

We already have in place a number of the improvements to the overall system that Ofqual are recommending:

Investing in technology to make the process even faster.

Giving examiners specific and additional training to mark scripts sent for review.

Supporting centres to help them understand their results (for example, by providing feedback on individual scripts to help them to understand how they were marked).



### Jargon-buster

#### PRIORITY REVIEW OF MARKING (SERVICE 2P)

This service is for students whose higher education places depend on the outcome. It is only available for AS and A level units. The script is reviewed by a senior examiner, and centres receive the outcome within 18 calendar days.

#### REVIEW OF MARKING (SERVICE 2)

The script is reviewed by a senior examiner, and centres receive the outcome within 30 calendar days.

#### REVIEW OF MODERATION (SERVICE 3)

We will review the original moderation of your school/college marked assessments to make sure the assessment criteria were applied correctly. This cannot be requested for an individual student, and must be requested by subject, for all students at the school or college who have submitted coursework or controlled assessments.