



Correcting errors in Teacher Assessed Grades (TAG) submissions



If you have submitted your TAGs, and subsequently wish to change them, this guide will explain when and how you can do so.

Once the TAG submission deadline has passed, you should only make changes to your TAGs if you have identified a procedural or administrative error which has led to the wrong grade being submitted.

From results day onwards, if you identify an error which may result in a student's grade being lowered, you must read the guidance on correcting results in Appendix D of the JCQ document [A guide to appeals processes, Summer 2021 series](#) before you request a correction.

	GCSE, AS, A level, International GCSE and International AS, A level	BTEC
After 18th June	<p>If, once the TAG submission deadline has passed, you discover a procedural or administrative error that has affected your TAGs, you will be able to make an amendment via the TAG portal.</p> <p>When you have submitted your amendment you will also need to resubmit your Head of Centre declaration. We will contact you if we need any further information to support the amendment.</p> <p>We will endeavour to correct all errors before results day, if possible.</p>	<p>If, once the TAG submission deadline has passed, you discover a procedural or administrative error that has affected your TAGs, you should request that the error be corrected by contacting Pearson via the customer contact portal.</p> <p>Complete the QTAG amendment form and return it via the customer contact portal. Missing learners should be reported to us by contacting vocationalqualitystandards@pearson.com.</p> <p>We will endeavour to correct all errors before results day, if possible.</p>
After 18th July	<p>After 18 July, you can apply to have errors corrected by contacting resultsresolution@pearson.com.</p> <p>We cannot guarantee that changes requested after this date will be amended in time for results day. If this is the case, you should explain to the affected student on results day that an error has been made to their grade and that a new result will be issued as soon as possible.</p> <p>You should explain to the student the impact that this is likely to have on their grade, particularly if their grade will be lower as a result. You must not disclose the final grade to the student before results day.</p>	<p>After 18 July, if you discover a procedural or administrative error that has affected your TAGs, you should continue to follow the above process.</p> <p>We cannot guarantee that changes requested after this date will be amended in time for results day. If this is the case, you should explain to the affected student on results day that an error has been made to their grade and that a new result will be issued as soon as possible.</p> <p>You should explain to the student the impact that this is likely to have on their grade, particularly if their grade will be lower as a result. You must not disclose the final grade to the student before results day.</p>
From Results day	<p>From results day onwards, you should request any error corrections by using the Appeals Portal. This applies to all errors including those identified as a result of conducting a Centre Review.</p> <p>You must explain how the error was identified and clearly indicate what the corrected grade should be. We will review your explanation before deciding whether the request can be accepted.</p> <p>If correcting the grade will result in the student's grade being lowered, you must read the guidance in Appendix D of the JCQ appeals booklet before you submit a request to correct the error.</p> <p>When submitting the correction request, you must provide information on any adverse impact that lowering the result may have on the student concerned. We will consider this information before deciding whether the grade should be lowered.</p>	<p>From results day onwards, you should request any error corrections by using the Appeals Portal. This applies to all errors including those identified as a result of conducting a Centre Review.</p> <p>You must explain how the error was identified and clearly indicate what the corrected grade should be. We will review your explanation before deciding whether the request can be accepted.</p> <p>If correcting the grade will result in the student's grade being lowered, you must read the guidance in Appendix D of the JCQ appeals booklet before you submit a request to correct the error.</p> <p>When submitting the correction request, you must provide information on any adverse impact that lowering the result may have on the student concerned. We will consider this information before deciding whether the grade should be lowered.</p>

We want to be able to confirm any fees arrangements for appeals as soon as possible, and we will do so following outstanding policy decisions from the Department for Education. However, we can confirm now that we will not be charging centres for error correction.