



Centre Reviews & Appeals 2021

Information for learners, parents and carers
about centre reviews and appeals for WJEC
GCSE, AS and A levels and Welsh Baccalaureate
Skills Challenge Certificates approved by
Qualifications Wales – Summer 2021

As your grades are being determined by schools and colleges in Wales this year, the appeals process will be different.



This information is for WJEC GCSE, AS and A level qualifications and the Welsh Baccalaureate Skills Challenge Certificate.

If you have studied for other qualifications, including vocational qualifications or GCSEs or A levels offered by other exam boards, the appeals process will be different – check with your school or college, and they will tell you how you can appeal.

Private candidates

If you are a private candidate, there is guidance available [here](#) on how reviews and appeals will work for you.

Overview of the appeals process for summer 2021

1

Centre review

A learner can request for a centre review of the provisional Centre Determined Grade on the grounds that there has been an error in the determination of their grade.

Learners **must give a reason** why they believe there has been an error in the determination of their grade.

Grades can go up, down or remain the same as a result.

2

Appeal to WJEC (following completion of Stage 1)

An appeal to WJEC on the grounds that the judgement that the centre has made is unreasonable and/or a procedural error has been made.

Learners **must give a reason** why they believe the centre has made an unreasonable judgement and/or procedural error.

Grades can go up, down or remain the same as a result.

3

EPRS – Qualifications Wales (following completion of Stage 2)

A request to Qualifications Wales for an Exam Procedures Review Service (EPRS) to review **whether WJEC has followed the required procedures.**

Stage 1: Centre review

- You will receive your **provisional** centre determined grade from your school or college **by 30 June**.
- If you believe your school or college has made an error in how they've determined your grade you can ask them to review it. **It is important you do this as soon as possible as the timeframes for completing the centre review process are tight, and the school or college will need to submit any grade changes to WJEC before the end of term.**
- The outcome of a centre review could mean your grade stays the same, or it could go up, or it could go down.
- It is important that you only request a review if you think there has been an error that has affected your grade.
- If you are requesting a review, then you should follow the process set out in this guide and by your school or college. You must not try and put any pressure on your school or college to change the grade.

What to do if you think there has been an error with your grade

1. **Ask to see the decision-making record.**
Your decision-making record shows how your grade has been worked out and what assessments have been included. Before you ask for a centre review, talk to your school or college about your grade and ask to see your decision-making record for that subject. **You will normally need to request this within two working days of receiving your provisional grade.** You will need to check the timescales in your school or college. Although we expect that your decision-making record should provide sufficient information, you can ask to see the assessment evidence that your school or college based their decision on.
2. **Request a review using a form provided by your school or college.**
On this form, you need to include the reason why you think there has been an error with your provisional grade. You don't need to present lots of information or any additional evidence. You should keep it simple using the form provided. **You will normally need to request a review within five working days of receiving your decision-making record / assessment evidence.**

Stage 1: Centre review

Examples of what could be an error in the determination of a grade

The grade shared with you by your school or college is not the same as the grade on your decision-making record.

Reasonable adjustments or special considerations were not considered when they should have been.

Assessment evidence that was part of the assessment plan was not taken into account.

The grade is not supported by the information in the decision-making record.

What the centre review is for and what it is not for

A centre review is for circumstances where you believe your school or college has made an error in how they've determined your grade.

The centre review and appeals process this year is not focused on marking errors as it would be in a normal year, but rather on the judgement made by a school or college on your grade, based on a range of evidence. Small changes in marks are very unlikely to change the overall judgement.

You should request a centre review only if you think there has been an error in working out your grade. You shouldn't request a centre review just because you disagree with the grade your school or college has given you, or you feel that you deserve a better grade.

What the decision-making record is for

This is a summary of the evidence the school or college used to decide on your grade. This should help you understand how your school or college worked out your grade.

Stage 2: appeal to WJEC

- If you still think there is an error in your grade after the centre review has been completed, you can consider whether to submit an appeal to WJEC.
- The appeal can only be submitted to WJEC by your school or college after results day. However, you can tell your school or college if you plan to put in an appeal once you get the outcome of your centre review.
- If you haven't asked your school or college for a centre review but you believe that WJEC has made an error whilst processing your grade, you should ask your school or college to check and then they can submit an appeal to WJEC.
- The appeal to WJEC must be submitted by the school or college on your behalf. However, you are responsible for completing the forms and outlining why you are appealing – your school or college just send it to WJEC for you.
- You can ask your school or college to submit an appeal to WJEC if you think that:
 - your school or college did not follow the correct process in working out your grade;
 - the judgement made by your school or college on your grade is unreasonable (see explanation below on unreasonable academic judgement);
 - WJEC or your school or college made a processing error.
- Before deciding whether to submit an appeal to WJEC, you can ask to see the assessment evidence that your school or college based their decision on.
- The outcome of an appeal could mean your grade stays the same, or it could go up, or it could go down.
- Appeals must be submitted to WJEC in the following timeframes:

AS and A level and Advanced Skills Challenge Certificate	
Priority appeals (those for which a higher education place is pending)	10 – 23 August
Non-priority appeals	10 August – 17 September
GCSE and Foundation and National Skills Challenge Certificate	
All appeals	24 August – 21 September

What is unreasonable academic judgement?

This year, every school and college is responsible for determining grades for their learners. Each school and college has the flexibility to decide how best to assess their learners, and how they use that assessment evidence to make a decision on each learner's grade. Your school or college will balance the range of evidence to make a decision about the grade that best represents your work.

WJEC can only look at the evidence your school or college has considered and the reason for the grade noted in the decision-making record. It will then judge whether the grade given to you is reasonable or unreasonable. It will not re-mark assessments.

The grade would be considered unreasonable if the evidence or rationale used by your school or college does not support the grade that has been awarded at all. WJEC reviewers are unlikely to be able to decide that a change to one grade below or one grade above your grade would be more correct. For example, if the WJEC decision-maker for the appeal feels that the evidence could support either a grade D or a grade C, then they could not say that giving you a grade D was unreasonable.

If WJEC finds that a grade is unreasonable, it will award a new grade that they consider best reflects the evidence they have seen.

Stage 3: EPRS

- The EPRS (Exam Procedures Review Service) is run by Qualifications Wales.
- It is the final stage in the appeals process.
- At Stage 3, the EPRS, we:
 - will check whether WJEC has complied with its own procedures and our regulatory requirements.
 - **will not** review whether the centre has followed the correct process (that part of the appeals process will take place at Stage 2 by WJEC);
 - **will not** review the accuracy of the grading decision;
 - **will not** change any grades.
- If we identify that WJEC has not followed the right process, we will ask WJEC to consider whether the failure had an effect on the outcome of the appeal.

In practice, the EPRS will only identify procedural failures on WJEC's part and is unlikely to lead to changes in judgement on whether the grade was unreasonable, unless a significant failure is identified. Further details on the EPRS process will be published in June.

Support if you are making an appeal

If you need any support after receiving your provisional grade, speak to your school or college – they will be able to give you advice on what to do next, and point you towards the right place to get the advice and support you need.

If you're an A level learner and the provisional centre determined grade isn't what you need to meet your university offer, don't worry – speak to your school or college. Don't contact the universities you've applied to, as they will only make admissions decisions when grades are finalised on results day.

You can find some [useful links](#) on the Qualifications Wales and WJEC websites, and there are more available on the Hwb site, which you can also access from this link. There is information on the Children's Commissioner for Wales website about free Wales-wide services that offer support.

Frequently asked questions

When will I know my grades?

In June, your school or college will tell you your provisional Centre Determined Grade/s. These grades are provisional until results day, when they are finalised by WJEC.

When can I request a centre review?

You can request a centre review as soon as you receive your provisional Centre Determined Grade (CDG). The latest you will receive this is 30 June.

If your school or college does not give you a decision-making record with your grade, you have two working days from the time you receive your grade to request this. The decision-making record should give you enough information to decide whether to ask for a centre review. You will be given five working days from when you have received all relevant evidence to decide whether to request a review.

What will the decision-making record be used for?

The learner decision-making record is a summary of the evidence the centre used to decide your grade. The learner decision making record should provide you with enough information to decide whether you think there has been an error in your grade. Grades this year are based on a judgement made by a school or college on your grade based on a range of evidence. It is the overall grade awarded, not marks on individual pieces of work, that you are asking them to check.

Can I see the assessment evidence?

Your learner decision-making record should give you enough information to help you understand how your grade was determined. If you feel it is essential for you to see copies of the assessment evidence that the school or college considered in making their decision before you can decide whether to request a review or not, you can ask to see it. You will also be able to ask for the evidence before deciding whether to put in a Stage 2 appeal to WJEC.

Why can't I have my work re-marked?

The centre review and appeals process this year is not focused on marking errors as it would be in a normal year, but rather on the judgement made by a school or college on your grade based on a range of evidence. Small changes in marks are very unlikely to change the overall judgement.

Does the appeals process apply to GCSEs, AS and A levels offered by AQA, Eduqas, OCR and Pearson?

No, this process only applies to approved GCSE, AS and A levels, and the Skills Challenge Certificates offered by WJEC in Wales. There are separate arrangements in place for these qualifications. You can find more information on the approach [here](#). The arrangements for these qualifications mean that provisional grades will NOT be shared with learners in June.

Frequently asked questions

Does the appeals process apply to BTECs and other vocational qualifications?

No, this process only applies to approved GCSE, AS and A levels, and the Skills Challenge Certificates offered by WJEC in Wales. The exception to this is WJEC Level 2 and Level 3 Health and Social Care: Principles and Contexts and Level 2 Children's Care, Play, Learning and Development (Unit 216), which will be treated the same as GCSEs offered by WJEC.

Separate arrangements are in place for all other vocational qualifications and provisional grades will NOT be shared with learners in June. Learners who wish to appeal their grades will be able to do so with the relevant exam board after results day. Results for level 2 and level 3 vocational qualifications will be issued on or before 10 and 12 August, to align with GCSEs and AS/A levels.

If I need support, what can I do?

[Qualifications Wales](#), [WJEC](#) and the [Children's Commissioner for Wales](#) all have information about wellbeing and support. You can also speak to your school or college or other trusted adults for support.

When will I get my final results?

You will get your results from your school or college on Tuesday 10 August for AS and A levels, and Thursday 12 August for GCSEs. Your school or college will tell you about the arrangements for receiving them.

What if I'm not happy with my final results?

After results day, Stage 2 appeals cannot be submitted to WJEC unless you have requested a centre review and it has been completed. The only exception is an appeal on the grounds that there has been a processing error between the school or college and WJEC and the incorrect grade was issued as a result. If WJEC decides there has been an error and that it has affected your grade, you will be awarded a new grade. This grade could be higher or lower than the one you appealed.

Is there any further way to appeal?

Stage 3 (the Exam Procedures Results Service) is the final stage in the appeal process and is run by Qualifications Wales. It checks whether WJEC has followed the right process in considering the appeal. In practice, the EPRS will only identify procedural failures on WJEC's part, and is therefore unlikely to lead to a change in judgement on whether the grade was unreasonable, unless a significant failure is identified. Further details on the EPRS process will be published in June.

Can I contact universities when I receive my provisional Centre Determined Grades in June?

No, the centre determined grade is still provisional until final grades are issued by WJEC on results days. Universities **will not** accept provisional grades for admissions processes, and should not be contacted until official results are released on 10 August 2021, as both the centre review and external quality-assurance process are ongoing.

What if my provisional grades are lower than I need to go to my university of choice?

Don't worry – speak with your school or college. Remember that universities will only make admissions decisions based on final results. You can find information on the Children's Commissioner for Wales's information hub about other opportunities and clearing.

Glossary

Centre Determined Grades

The way grades will be awarded in 2021 is different from last year. Centre Determined Grades are not predicted grades. Learners' grades will be based on a range of assessment evidence. Schools and colleges have been given guidance to support their grading, but have a great deal of flexibility and can choose the evidence that they use to determine grades. This might be from assessments learners have already completed, or from new assessments.

Centre review

The centre review allows learners to request a review where they consider an error has been made in the determination of their grade – the focus is on the overall grade, not on the marking of individual assessments. There is no expectation that centres re-mark assessments. Learners will need to briefly explain the nature of the error when requesting a centre review of a grade.

Decision-making record

The decision-making record provides learners with access to information that will help them understand why they have been awarded their grades. It also helps them to make an informed decision on whether they believe there has been an error in the determination of their grade.