



WJEC Guidance on centre reviews and appeals

Summer 2021



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Section 1: Introduction

Qualifications Wales in its [documents](#) *Guidance for alternative arrangements for approved GCSE, AS and A Level qualifications* and *Information on centre review and appeals in summer 2021* outlines the centre review and appeals process. This WJEC guidance should be read in conjunction with the Qualifications Wales' documents.

This guidance relates to the following qualifications:

- Qualifications Wales approved GCSE, AS and A Level
- Skills Challenge Certificate
- Level 2 and Level 3 Health and Social Care: Principles and Contexts
- Level 2 Children's Care, Play, Learning and Development (Unit 216)

Please refer to the [JCQ Guide to appeals processes, summer 2021](#) document for the following qualifications: Eduqas GCSE, Eduqas AS and A Level, Level 3 Applied Certificates and Diplomas, Level 1/2 Vocational Awards, Extended Project, Level 1/2 Latin, Level 2 Certificate in Additional Mathematics, Entry Level Certificate.

Centres in Northern Ireland taking our WJEC AS and A Level qualifications should also refer to the JCQ guidance.

For guidance on appeals for other qualifications please contact appeals@wjec.co.uk.

Learners' grades for summer 2021 are based on Centre Determined Grades. The grade is a holistic judgement based on the balance of evidence that demonstrates the learner's level of attainment. As with other processes this year, the appeals process is an exceptional arrangement resulting from the cancellation of examinations due to the COVID-19 pandemic. Learners may request a centre review and subsequent appeal to WJEC where they believe an error has been made in determining their grade. Learners must state clearly where they consider an error has been made. As grades are awarded based on a holistic judgement underpinned by evidence, there is no review of marking or reviews of moderation service in summer 2021. The focus is on the holistic grading judgement rather than the marking of individual assessments.

<p>A centre review and appeal may result in a learner's grade remaining the same, being raised or being lowered.</p>

Section 2: An overview of the three stages of the centre review and appeals process

There are three stages to the process:

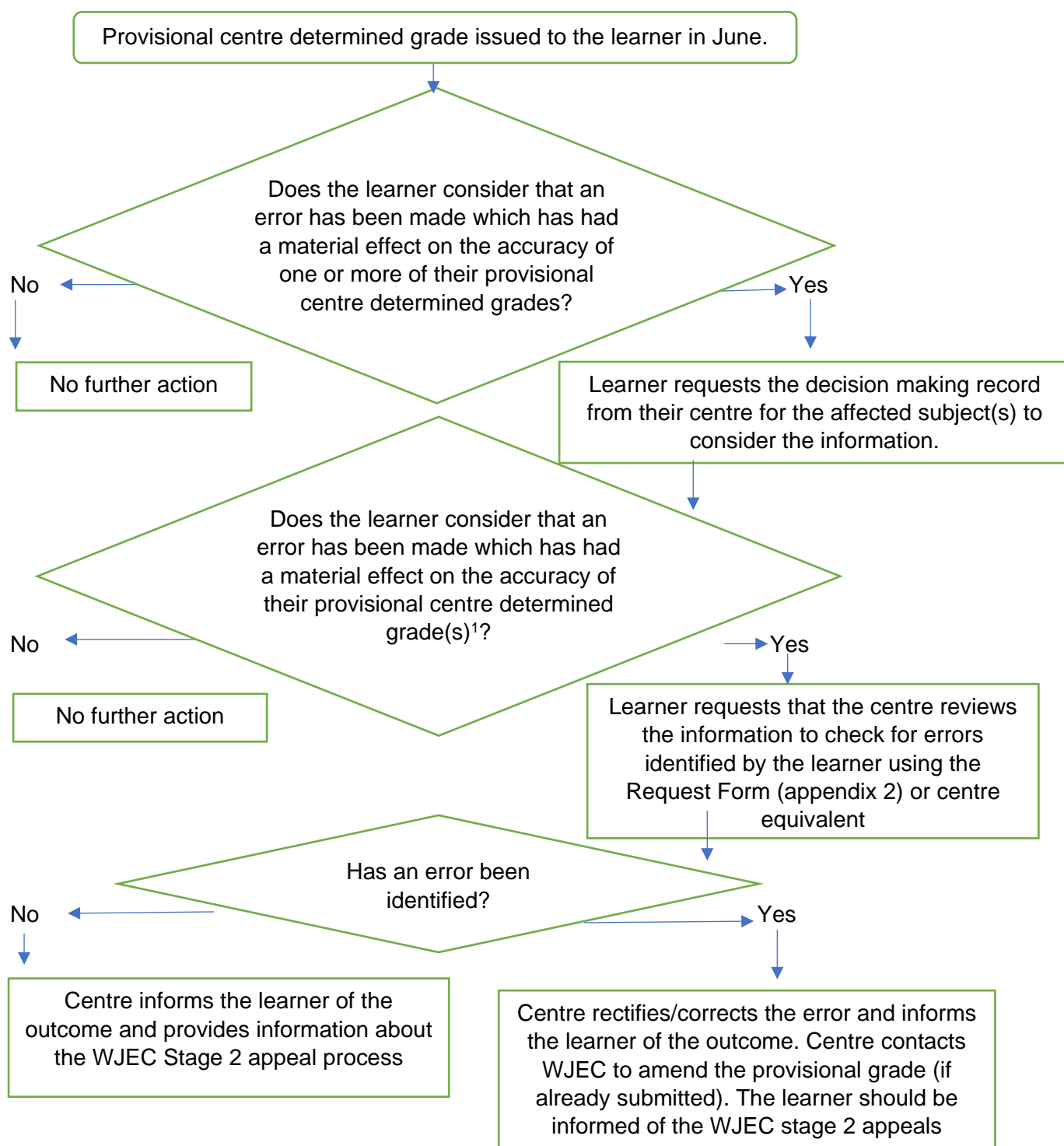
Stage 1 Centre review (pre-results)

Stage 2 Appeal to WJEC (post results)

Stage 3 Qualifications Wales Exam Procedures Review Service (EPRS)

Section 3: Stage 1 – The centre review

The diagram below illustrates the standard path through a centre review.



¹As outlined in section 3 (page 6) of Qualifications Wales' guidance: *If a learner does not feel able to make a decision on whether to request a centre review without seeing additional evidence, they can only ask to see the evidence that was directly relied upon by the centre in determining the grade. If a request is made for evidence that goes beyond the evidence relied upon in determining the grade, schools and colleges can refuse it on the basis that it is an unreasonable request.*

For qualifications within the scope of this guidance, centres must provide learners including private candidates (Route A), with their provisional grades by 30 June. Centre Determined Grades must be submitted to WJEC by 2 July.

Schools and colleges have applied internal quality assurance arrangements and WJEC has undertaken external quality assurance of arrangements for summer 2021. Errors however may occasionally occur, and learners have an opportunity to ask their centre to check their grade if they genuinely believe that an error has been made that has had a material effect on the accuracy of their provisional centre determined grade.

Information used to determine the learner's grade will have been recorded (learner decision making record). If a learner considers that an error has been made in determining their grade, they should request and consider this information. The centre must allow learners 48 hours from the time they receive their provisional grade to request the information.

If, having considered the information, the learner considers that an error has been made which has had a material effect on the accuracy of their provisional centre determined grade they may submit a request to their school or college for a Centre Review. Learners must be allowed 5 working days from receiving the information to submit their request for a centre review.

Centres may mandate that they will only accept a review submitted on the WJEC Centre Review and Appeals request form (Appendix 1). A centre may, however, accept a request in another format at its discretion. Learners must provide a brief and clear explanation of the error they believe has occurred at the beginning of the process. The centre will base its review on the information provided by the learner. **Learners must give their written consent prior to a review being undertaken as their provisional grade could go down, up or stay the same as a result of a centre conducting a review.**

Learners are not able to negotiate which evidence is included in the range of evidence used to determine their grades. This is not an opportunity for a learner to request that an assessment is replaced with an alternative assessment.

Qualification grades in summer 2021 are determined on holistic judgements via a grade based system rather than a mark based system. Schools and colleges are not expected to remark assessment(s).

The centre must set a deadline for learners to request a centre review. The centre must notify learners that requests made after its deadline will not be accepted. Centres are required to submit Centre Determined Grades (CDGs) to WJEC by 2 July. If a learner has requested a review which results in a grade change, centres must inform WJEC of the grade change by 20 July to ensure that the grade can be amended prior to results day.

The centre should nominate a member of staff who was not involved in determining the grade to oversee the centre review process. However, the original decision maker can be part of the process to check whether an error was made. There is no expectation that the centre should source an independent subject expert as part of the process.

The outcome of the review will be to confirm whether or not there was an error.

If an error is identified, the outcome may be that the provisional grade will stay the same, go down or go up. If an error is identified, it may not necessarily result in a change of grade as the error may not be sufficient to change the grade.

If the review results in a grade change, the centre will inform WJEC and WJEC will correct the grade.

The centre will inform the learner of its decision in writing and include the following information:

- a) whether or not there was an error
- b) a reason for the decision
- c) whether there was a grade change and, if so, what the new grade is
- d) a reason for the grade change, or lack of change
- e) information on the next steps if a learner wishes to escalate the appeal to stage 2 - an appeal to WJEC.

WJEC will provide an optional template for centres to use in communicating the outcome to learners.

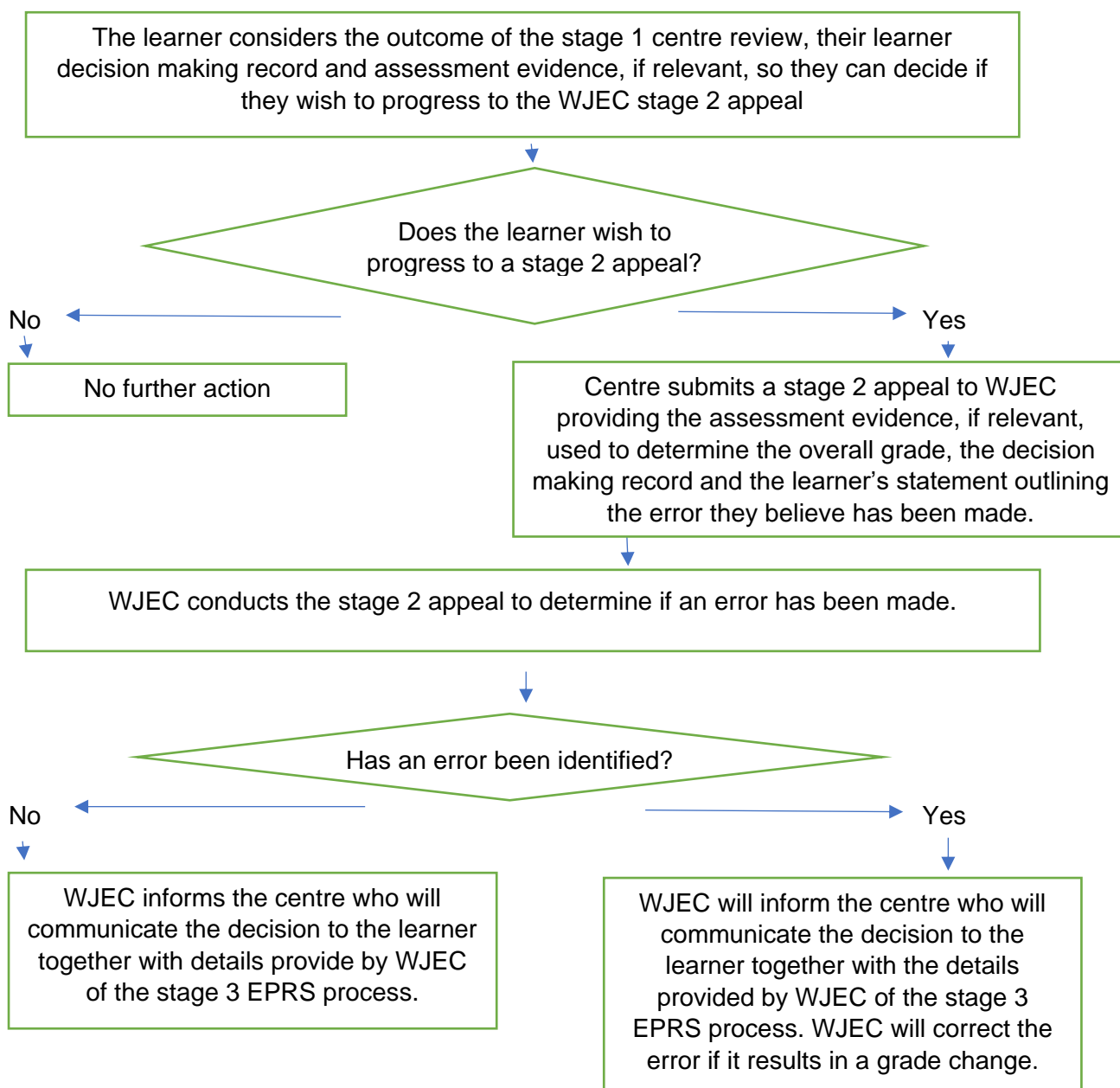
If a learner does not agree with the centre's decision, there is no further internal centre review stage. The escalation is to the WJEC stage 2 appeal

Due to results days falling in the summer holidays, the centre may wish to ask the learner if they are minded to request that an appeal be submitted to WJEC on or after results day. This would enable centres to prepare for submitting an appeal to WJEC on behalf of the learner prior to the end of term.

Learners have the right to request that the centre submits an appeal to WJEC as the next stage in the process. If requested, the appeal must be submitted by the centre on behalf of the learner within the appeals window, see section 4.

Section 4: Stage 2 Appeal to WJEC

Learners, including a private candidate, may request that their centre submits a stage 2 appeal to WJEC if they consider that an error persists following the outcome of stage 1 – the centre review. An appeal may also be made if the learner, following a discussion with the centre, considers that WJEC has made an error. For example, the centre confirms that they submitted a provisional C grade, and the grade issued by WJEC was a D.



The grounds upon which a stage 2 appeal may be submitted are:

- A centre administrative or procedural error
- The grade is unreasonable
- WJEC made an error

An appeal to WJEC will not be accepted if the first stage, centre review, has not been requested within the centre's deadline for submitting a centre review and has been

completed. WJEC will only accept a request for an appeal if a learner had not requested a centre review within the deadline if there is a difference between the provisional grade issued to the candidate by their centre and the grade issued by WJEC on results day.

WJEC will not accept appeals directly from learners or parents/carers.

An appeal must be submitted via the WJEC Portal system.

When an application for an appeal is received, WJEC will first decide whether to accept the appeal. The decision whether to accept the application for an appeal is based on:

- a) the validity of the grounds for the appeal as put forward by the learner
- b) whether a centre review has been completed
- c) the timescale of the application
- d) the learner's consent.

If an application for an appeal is not accepted, the reason(s) for this will be given in writing to the centre. The centre must provide a copy of this information to the learner.

The approach to the appeal will depend upon the information provided by the learner and the ground for the appeal.

- Centre administrative error: It is anticipated that administrative errors will have been corrected during a centre review. If the learner considers that an administrative error persists, WJEC will consider the evidence in respect of whether an error occurred.
- Procedural error: Based on the information provided by the learner, WJEC will evaluate whether the centre followed the procedure (centre policy/assessment plan) which is being challenged by the learner. It is not a ground for an appeal that the learner disagrees with the content of a procedure, the focus of an appeal is the application of the procedure.
- An unreasonable grade: WJEC will consider the learner's decision making record and related evidence and determine whether the grade is reasonable. A centre determined grade will only be considered unreasonable if it is well outside the bounds of reasonable academic judgement and that the evidence cannot reasonably support the grade awarded. The appeal will not consider an alternative grade submitted by the learner or whether an alternative grade is reasonable. As the centre determined grade is holistic in nature, the reviewer will take a similarly holistic approach to their decision-making. The reviewer will not re-mark individual assessments. The reviewer will consider the learner's assessment evidence in its entirety to determine whether the overall grade is reasonable.

Depending on the grounds submitted by the learner, WJEC will assign the appeal to a trained staff member or to a reviewer. A reviewer will be a subject expert appointed and trained by WJEC. The reviewer will evaluate any appeal made on the grounds that there was an unreasonable exercise of academic judgement by the centre. 'Unreasonable' is defined in [Qualifications Wales' information for centres on centre reviews and appeals in summer 2021](#).

As a result of the appeal, the case will either be 'not upheld' or 'upheld' in whole or in part in favour of the learner.

WJEC will inform the centre in writing of the outcome of the appeal including the reason(s) for the decision.

If an error has occurred which has resulted in an incorrect grade, WJEC will correct the grade.

The centre must provide the learner with a copy of WJEC's outcome letter. The letter will inform the learner of the next stage of the appeals process – Stage 3 Qualifications Wales EPRS.

Key Dates for the Stage 2 Appeal

GCE, Advanced Skills Challenge Certificate, Level 3 Health and Social Care: Principles and Contexts	
Priority appeals (those for which a higher education place is pending):	10 -23 August
Non-priority appeals:	10 August – 17 September
GCSE, Foundation and National Skills Challenge Certificate, Level 2 Health and Social Care: Principles and Contexts, Level 2 Children's Care, Play, Learning and Development (Unit 216)	
All appeals	24 August – 21 September

Any learner who submits a priority appeal request must include their UCAS personal identifier reference number on the appeal request form in order for it to be processed as a priority appeal. Candidates should also notify their university or other higher education establishment that they have requested an appeal.

Section 5 – Stage 3 Qualifications Wales Exam Procedures Review Service (EPRS)

The final stage of the appeals process is the EPRS. The EPRS will check whether WJEC has complied with its own procedures and Qualifications Wales' requirements. EPRS is available for GCSE, AS/A Level and Skills Challenge Certificate qualifications.

The EPRS will not review whether the centre has complied with its own policies or procedures or those set by WJEC for it to follow as this part of the appeals process will have taken place at stage 2.

As in any other year, the EPRS will not review the accuracy of the grading decisions and will not change any grades,

Further details of the [EPRS](#) have been published by Qualifications Wales

Section 6: Appeals for private candidates

Qualifications Wales has documented the arrangements for private candidates this summer:

[Guidance for centres entering private candidates](#)

[Guidance for Private Candidates](#)

Route A – Centre-assessed route	Route B – Centre-hosted route
The centre review and appeals process for private candidates will be the same as for other learners in the centre.	As grades will have been determined by WJEC examiners, WJEC will conduct the first and second stages of the process. Separate guidance on reviews and appeals for Route B will be issued to Route B centres for communicating with learners.

Section 7: Other administration errors

A centre may identify errors that are outside the scope of the centre review and appeals process which have resulted in learners not being issued with a grade or issued with an incorrect grade, such as an entry error or transposition error. In conducting a review, a centre may identify an error in the grade of a learner who has not requested a review. In such cases, the centre will need to inform WJEC of the error.

If an error with an entry is identified, the centre should contact entries@wjec.co.uk for advice.

For other administrative errors, the centre should contact the relevant WJEC section:

- GCE@wjec.co.uk;
- GCSE@WJEC.co.uk
- for all other qualifications pathways@wjec.co.uk.

Section 8: The importance of retaining evidence

It is important that information used in determining and recording a learner's grade is retained safely, for example the learner's work. It is not a requirement that the documentation is the original version, a scanned copy of handwritten evidence or digital document will be acceptable.

Centres must retain information relating to a learner's access arrangements, or personal circumstances affecting their performance, which has been taken into account during the process of determining a learner's grade or was deemed not to be relevant.

It is important that the information can be retrieved in a timely manner to enable centre reviews and appeals to be progressed as swiftly as possible.

If information is missing, there will be limitations to the extent that the full range of information can be used as part of a centre review or appeal. **However, a review or appeal should be conducted using the information available.**

Section 9: Data on centre reviews to provide to WJEC

Qualifications Wales requires WJEC to collect data from all centres on the number of centre reviews undertaken and the outcome of such reviews. To fulfil that requirement, we will collect high level summative information on the total number of centre reviews requested by your learners, the total number of reviews that resulted in the grade being lowered, and the total number of reviews that resulted in the grades being raised, following the conclusion of the centre review. We will provide information on submitting the data via the secure website by June 14. The final date for submission to WJEC is July 20th 2021.

Appendix 1: Centre Review and Appeals Request form

Request Form

Summer 2021 centre review and appeals

(WJEC GCSE, AS and A Level, Skills Challenge Certificate, Level 2 and Level 3 Health and Social Care and Childcare)

This form must be submitted to WJEC by your centre.

Centre Name		Centre Number	
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Candidate Name		Candidate Number	
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Qualification title and level	
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Provisional grade issued	
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SECTION 1: APPLICATION FOR A REVIEW OF PROVISIONAL CENTRE-DETERMINED GRADE

Please explain briefly and clearly what error you consider has taken place in determining your grade.

You should refer to the information in your learner decision making record. You should only provide information that is relevant to the error you consider has been made by the centre in the determination of your grade.

Please explain briefly and clearly how you consider the error has affected your grade?

Declaration

I confirm that I am requesting a review of my provisional centre-determined grade for the qualification named above. I understand that the centre review may result in my grade being lowered, raised or remaining the same.

I confirm that the information provided is accurate.

Candidate Name

Signed

Date

SECTION 2: APPLICATION FOR STAGE 2 WJEC APPEAL

Are you applying for a priority appeal ³	Yes/No
If your university place is at risk, you must provide your UCAS personal identifier ³	
Do you have a Degree/Higher Modern Apprenticeship place at risk pending the outcome of the appeal	Yes/No (if yes please provide details and date until which the offer is being held).

Grounds for appeal	Please tick
Centre administrative error	
Procedural error - access arrangements or special consideration were not applied or considered when determining the grade	
Procedural error - The centre did not follow its procedures properly and consistently in arriving at the result or in conducting the centre review.	
The judgement in determining the grade was unreasonable	
WJEC error - the grade published on results day is different to the provisional grade issued by the centre	

Please provide any additional information that you have not included above regarding the error you consider has taken place in determining your grade.

You do not have to provide additional information. Any information provided must be clear, succinct and relevant.

³ Priority appeals are available for A Level and other Level 3 qualifications where a learner's place at university or higher education place is pending the outcome of an appeal. Please do not request a priority appeal unless your university or further education place is pending. Your UCAS personal identifier is the 10 digit code included in all correspondence from UCAS.

Please provide any additional information that you have not included above regarding how you consider the error has affected your grade

You do not have to provide additional information. Any information provided must be clear, succinct and relevant.

Declaration

I confirm that I am requesting an appeal against my grade for the qualification named above.

I understand that the appeal may result in my grade being lowered, raised or remaining the same.

If requesting a priority appeal, I confirm that my university or higher education place is at risk pending the outcome of the appeal.

I confirm that the information provided is accurate.

Candidate Name

Signed

Date