



# Information for learners

on requesting a stage 2 appeal to WJEC

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# Information for learners on requesting a stage 2 appeal to WJEC

## 1. Introduction

This guidance relates to the stage 2 appeals process for 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 and student guide, 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.

We have issued a suite of guidance for students on the centre review and appeals process for summer 2021 including the [Student Guide](#) and [Infographic](#). Qualifications Wales has also published a [Centre Reviews and Appeals 2021](#) guide which includes important information on the definition of unreasonable academic judgement and their Exams Procedures Review Service (EPRS) which is stage 3 of the appeals process this summer.

## 2. How to request a stage 2 appeal

If you believe there is still an error with your centre determined grade when you receive the outcome of your stage 1 centre review you have a right to ask your centre to send a request for an appeal to WJEC on or after results day. Your centre must submit the request. You should:

- i) complete a Centre Review and Appeals Request form which is available [here](#).
- ii) check that you have signed the declaration in section 2 (your signature can be electronic or written). This gives us your consent to conduct an appeal and confirms your understanding that your grade may remain the same, be lowered or be raised
- iii) ask your centre to submit the form and any other supporting information which is relevant to your appeal to WJEC.

You cannot progress to a Stage 2 Appeal if the Stage 1 Centre Review has not been completed unless you consider WJEC has made an administrative error.

## 3. Deadlines for applying

The deadlines for your centre to submit the appeal to WJEC are in the tables below. **Appeals received after the deadline will not be accepted.**

**WJEC AS and A Levels, Advanced Skills Challenge Certificate, Level 3 Health and Social Care: Principles and Contexts**

Stage 2 priority appeals where a learner applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) or higher modern apprenticeship place pending:	Available from August 10 Deadline for receipt of applications 5.00 pm 23 August
<b>Stage 2 non-priority appeals:</b>	Available from August 10 Deadline for receipt of applications 5.00 pm 17 September

WJEC 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 Stage 2 appeals	<p>Available from August 12 Deadline for receipt of applications 5.00 pm 21 September.</p> <p>GCSE appeal applications may not start to be processed until after the deadline for priority appeals on 23 August</p>
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#### 4. Grounds for an appeal

The appeals process is intended to correct an error in arriving at your result. You must provide clear and relevant information on the request form to explain the error and how you believe the error has affected your grade. The appeal process is not an opportunity to try to improve grades that have been determined fairly in accordance with the school or college's procedures as documented in the centre policy and are supported by the evidence and the decision-making record.

The grounds upon which you can request an appeal are:

- A centre administrative error (we expect most if not all administrative errors to be corrected at the centre review stage).
- Your centre did not follow its procedures properly and consistently in arriving at your result or in conducting the centre review (stage 1). Your centre's procedures are documented in its Centre Policy and you can request a copy of the policy if it has not already been made available to you.
- Access arrangements or special consideration were not applied or considered in arriving at your result, where applicable.
- Unreasonable academic judgement
- WJEC made an error in processing or communicating the grade (this only applies if the provisional centre determined grade issued by the centre is different to the grade issued by WJEC).

On the request form, you should select the relevant ground(s) for an appeal. The table below gives further advice on what is meant by each ground for an appeal.

If more than one ground is selected, it will take longer to consider and determine the outcome.

Grounds for an appeal	What this means	Information we will review
<p><b>Administrative error –</b></p> <p>The centre made an administrative error</p>	<p>When you select this, you are telling us that you believe the centre has made an error in entering your grade into WJEC's system.</p> <p>The appeal will be reviewed by a trained independent member of staff at WJEC.</p>	<p>We will review the points you make and will consider the information provided by your centre in:</p> <ul style="list-style-type: none"> <li>• your request form</li> <li>• your centre's response to the centre review request (stage 1)</li> <li>• your Learner Decision Making Record (where relevant)</li> <li>• other information provided by you or your centre (where relevant).</li> </ul>
<p><b>Procedural error –</b></p> <p>The centre did not follow its procedures properly and consistently in arriving at your result or in conducting the centre review.</p>	<p>When you select this, you are telling us that you believe your centre made an error with the evidence used to determine your grade. This was not the evidence you were told would be used to determine your grade and the difference in approach has not been explained in your decision making record.</p> <p>You believe your centre did not follow a procedure properly and consistently (as documented in</p>	<p>We will review the points you make and will consider the information provided by your centre in:</p> <ul style="list-style-type: none"> <li>• your request form</li> <li>• your centre's response to the centre review request (stage 1)</li> <li>• your Learner Decision Making Record</li> <li>• your Centre's Policy</li> <li>• other information provided by you or your centre (where relevant).</li> </ul>

	<p>the centre policy), and/or in conducting the centre review (stage 1).</p> <p><b>You are appealing the procedure followed by your centre and not their academic judgement.</b></p> <p>We will review the centre's procedure in relation to the points you make in your request form. If we find an error, we will ask your centre to correct the error. Your centre will also have to decide if the error will change your grade.</p> <p>We will only change your grade when your centre confirms that your grade should change due to the procedural error.</p> <p>The appeal will be reviewed by a trained independent member of staff at WJEC.</p>	
<p><b>Procedural error -</b></p> <p>access arrangements were not applied or considered when determining the grade.</p>	<p>When you are selecting this, you are telling us that you took an assessment that contributed to your provisional centre determined grade without your approved access arrangement(s) or if access arrangements were not provided that your centre did not take account of this in determining your provisional centre determined grade.</p> <p>This is a procedural error ground. If we find an error, we will ask your centre to correct the error. Your centre will also have to decide if the error will change your grade. We will only change your grade when your centre confirms that your grade should change due to the procedural error.</p> <p>The appeal will be reviewed by a trained independent member of staff at WJEC.</p>	<p>We will review the points you make and will consider the information provided by your centre in:</p> <ul style="list-style-type: none"> <li>• your request form</li> <li>• your centre's response to the centre review request (stage 1)</li> <li>• your Learner Decision Making Record</li> <li>• your Centre's Policy</li> <li>• other information provided by you or your centre (where relevant).</li> </ul>
<p><b>Procedural error -</b></p> <p>Special consideration was not applied or considered when determining the grade.</p>	<p>When you are selecting this, you are telling us that your centre has not taken account of an illness or another incident beyond your control which affected your performance. As explained in the <a href="#">JQC Guide to the Special Consideration process</a>, the incident must have happened at the time, or within a short period, of the assessment which was used in arriving at your result.</p>	<p>We will review the points you make and will consider the information provided by your centre in:</p> <ul style="list-style-type: none"> <li>• your request form</li> <li>• your centre's response to the centre review request (stage 1)</li> <li>• your Learner Decision Making Record</li> <li>• your Centre's Policy</li> <li>• other information provided by you or your centre (where relevant).</li> </ul>

	<p>This is a procedural error ground. If we find an error, we will ask your centre to correct the error. Your centre will also have to decide if the error will change your grade. We will only change your grade when your centre confirms that your grade should change due to the procedural error.</p> <p>The appeal will be reviewed by a trained independent member of staff at WJEC.</p>	
<p><b>Academic judgement –</b></p> <p>The judgement in determining the grade was unreasonable</p>	<p>When you select this, you are telling us that the evidence the centre used to determine your grade is as you expected. You think the centre's judgement is unreasonable in relation to the published <a href="#">grade descriptors</a>.</p> <p>You could select this, if you believe your grade was not determined objectively based solely on the evidence but was influenced by bias or discrimination.</p> <p>We will review the evidence in relation to the points you make and will consider if the centre's judgement is unreasonable.</p> <p>A grade will only be considered unreasonable if it is well outside the bounds of reasonable academic judgement. The evidence cannot reasonably support the grade awarded</p> <p>If we consider the grade to be unreasonable, WJEC will change the grade.</p> <p>The grade will be determined by an Independent Reviewer appointed and trained by WJEC.</p>	<p>We will review the points you make and will consider the information provided by your centre in:</p> <ul style="list-style-type: none"> <li>• your request form</li> <li>• your centre's response to the centre review request (stage 1)</li> <li>• your Learner Decision Making Record</li> <li>• your Centre's Policy</li> <li>• your evidence the centre used in determining your grade</li> <li>• other information provided by you or your centre (where relevant).</li> </ul>
<p><b>Administrative error –</b></p> <p>WJEC error, the grade published on results day is different to the provisional grade issued by the centre.</p>	<p>When you select this, you are telling us that we have made an error in the grade you have been given, as it is different to the grade your centre sent to us.</p> <p>This will be reviewed by a trained independent member of staff at WJEC and with the centre.</p>	<p>We will review the points you make and will consider the information provided by your centre in:</p> <ul style="list-style-type: none"> <li>• your request form</li> <li>• information provided your centre confirming the grade submitted to us.</li> </ul>

## 5. How and when will I be informed of the appeal outcome?

We will inform you of the outcome of your appeal through your centre. When you ask your centre to submit your appeal, you should ask them how they will let you know the outcome

We will aim to complete Stage 2 appeals within 42 calendar days of receiving the appeal from your centre. To meet the UCAS deadline, we will aim to complete priority appeals by 7 September, but only if they are submitted to us by 23 August. If you have asked for a priority appeal you should inform your intended higher education provider that you have requested an appeal.

## 6. What are the possible outcomes of the appeal?

The information in the table below outlines the possible outcomes and what each decision means.

Outcome	What this means
Appeal is not accepted	WJEC has found that you have not provided the information required on the request form and therefore your appeal cannot be considered. You can submit a new appeal but only if submitted before the deadline listed above.
Appeal is not upheld	WJEC has considered the appeal and found that no error was made in the grade you were awarded. Your grade will stay the same.
Appeal is upheld in whole or in part.	<p>WJEC has considered the appeal and found that an error was made, completely as you described, or partially as described.</p> <p>If the judgement in determining your grade was unreasonable, your grade would be raised or lowered.</p> <p>If a procedural error has been made but it did not make a material difference in arriving at your result, your grade will not be changed.</p> <p>If a procedural error has been made which made a material difference in arriving at your result, your grade would be raised or lowered.</p> <p>If an administrative error is identified, the error will be corrected, and your grade would be raised or lowered.</p>

## 7. What should I do if I believe WJEC has not followed its procedures when considering a Stage 2 appeal?

It is important to read the outcome letter we will provide to your centre, as soon as possible.

If you believe that we have not followed our own policies or procedures in conducting the appeal, or we have not been compliant with Qualifications Wales' regulatory conditions, you may submit a request to Qualifications Wales' [Exams Procedures Review Service](#) (EPRS) – stage 3 of the appeals process. EPRS is only available to learners in centres in Wales and for GCSE, AS, A Levels and Welsh Baccaalaureate Skills Challenge Certificate qualifications. An application must be submitted to EPRS within 20 working days after you receive your outcome letter.

## 8. What additional advice and support is available?

If you did not get the results you needed to progress, you can talk to the school, college or university. They may still accept you or have places on related courses.

If you need any support for your wellbeing please speak with an individual or organisation that you trust and who can provide you with support, advice and guidance. You can find information about available support on the [Children's Commissioner for Wales' website](#).