



## Learner review and appeals process summer 2021 (current as of 11/06/2021)

Following the Minister for Education's announcement December 2020, and subsequent direction that GCSE, AS, A level and Skills Challenge Certificate qualifications, awarded by the WJEC examination board, will now be awarded on the basis of Centre Determined Grades, we can confirm the new review and appeals process for the summer 2021 examination series.

Please note we are only able to share details of any provisional centre determined grades for WJEC qualifications.

The new review and appeals process guidance has been published by Qualifications Wales and WJEC. (Please see links below, you may need to copy and paste these into your browser):

<https://qualificationswales.org/media/7545/learner-letter-appeals-guide-27-may-2021-eng-final.pdf>

[qw-cc21-02-e-summer-2021-learner-appeals-04-03-2021-5.pdf \(wjec.co.uk\)](https://www.wjec.co.uk/media/7545/learner-letter-appeals-guide-27-may-2021-eng-final.pdf)

<https://qualificationswales.org/media/7473/information-for-centres-on-centre-reviews-and-appeals-in-summer-2021.pdf>

The Centre Determined Grades awarded by teachers are based on holistic best fit judgements made by centres using a range of evidence.

### What are the grounds to request a review of my grade or appeal my grade to the WJEC?

Learners' grades for summer 2021 are based on Centre Determined Grades. The grade is a holistic best fit 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.

**Centre review and appeal may result in a learner's grade remaining the same, being raised or being lowered.**

### 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)

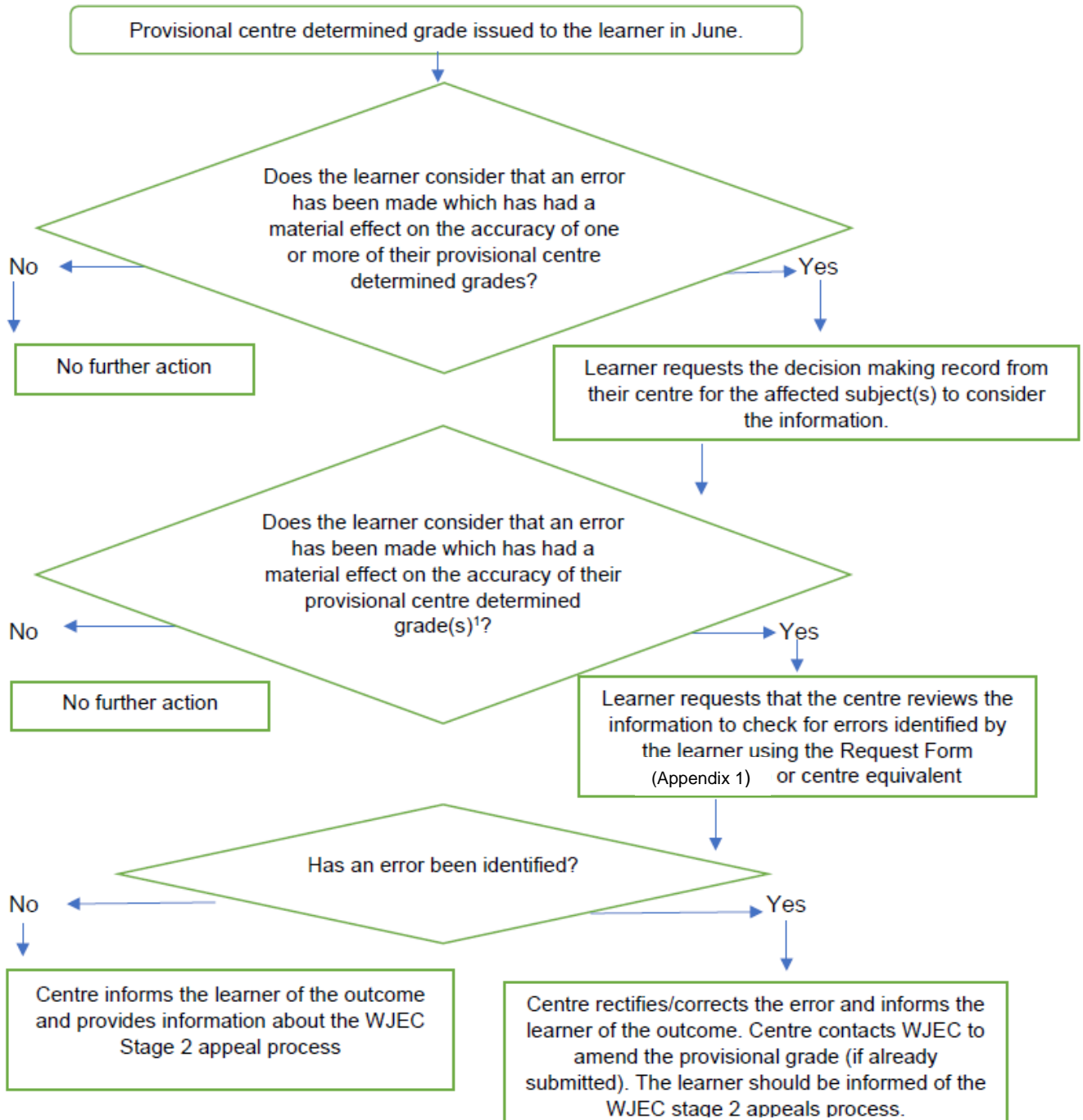
Stage 2 Appeal to WJEC (post results)

Stage 3 Qualifications Wales Exam Procedures Review Service (EPRS)



## Stage 1 – The centre review

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





School has 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 school will allow learners 48 hours from the time they receive their provisional grades to request the learner decision making record for the subject(s) using the Microsoft Form – Request for Learner Decision Making Record (please find the link to this below):

<https://forms.office.com/Pages/ResponsePage.aspx?id=bPOPnj1VLUiHF7pyAjenGzqaS1igaPRLlpLgaU69CiFUMIhKTzIBTk5TRk00RVZBMjE0EUwVTRLMy4u>

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 for a Centre Review. Learners will be allowed 5 working days from receiving the information to submit their request for a centre review.

School will only accept a request for a 'Stage 1 – Centre Review' when submitted on the Microsoft Form – Application for a Review of Provisional Centre Determined Grade, which when submitted will be processed by the examinations officer. 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 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. Submission of the Microsoft Form by the learner is confirmation of their consent being given. (Please find the link to this below):

<https://forms.office.com/Pages/ResponsePage.aspx?id=bPOPnj1VLUiHF7pyAjenGzqaS1igaPRLlpLgaU69CiFUMIhZSzhSRVBMTUo5V1dYNkg2VzIiQTRINy4u>

**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).**



There are set deadlines for learners to request learner decision making records and a centre review. Requests made after the set deadlines will not be accepted (please see the time frames for requests from each year group below).

Year Group	Provisional CDG's provided to learners	Deadline for learners to submit requests for Learner Decision Making Record for subject(s) (Microsoft Form 1)	Deadline for learners to submit requests for Stage 1 – centre review. (Microsoft Form 2)	Window for learner to request Stage 2 – WJEC appeal (Microsoft Form 3)
10	Wednesday 16 <sup>th</sup> June 2021 (during school day)	Friday 18 <sup>th</sup> June 2021 (3pm)	Tuesday 29 <sup>th</sup> June 2021 (3pm)	24 <sup>th</sup> August – 21 <sup>st</sup> September 2021
11	Wednesday 16 <sup>th</sup> June 2021 (from 12pm)	Friday 18 <sup>th</sup> June 2021 (3pm)	Tuesday 29 <sup>th</sup> June 2021 (3pm)	24 <sup>th</sup> August – 21 <sup>st</sup> September 2021
12	Wednesday 16 <sup>th</sup> June 2021 (during school day)	Friday 18 <sup>th</sup> June 2021 (3pm)	Tuesday 29 <sup>th</sup> June 2021 (3pm)	10 <sup>th</sup> August – 17 <sup>th</sup> September (non-priority appeals).
13	Wednesday 16 <sup>th</sup> June 2021 (from 12pm)	Friday 18 <sup>th</sup> June 2021 (3pm)	Tuesday 29 <sup>th</sup> June 2021 (3pm)	10 <sup>th</sup> – 23 <sup>rd</sup> August 2021 (Priority appeals – for those which a HE place is pending). 10 <sup>th</sup> August – 17 <sup>th</sup> September (non-priority appeals).

School is 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, school will inform WJEC of the grade change by 20 July to ensure that the grade can be amended prior to results day.

The school will nominate a member of staff who was not involved in determining the grade to oversee the centre review process (The Examinations Officer). However, the original decision maker can be part of the process to check whether an error was made. There is no expectation that the school 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 school will inform WJEC and WJEC will correct the grade.

The school 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.

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

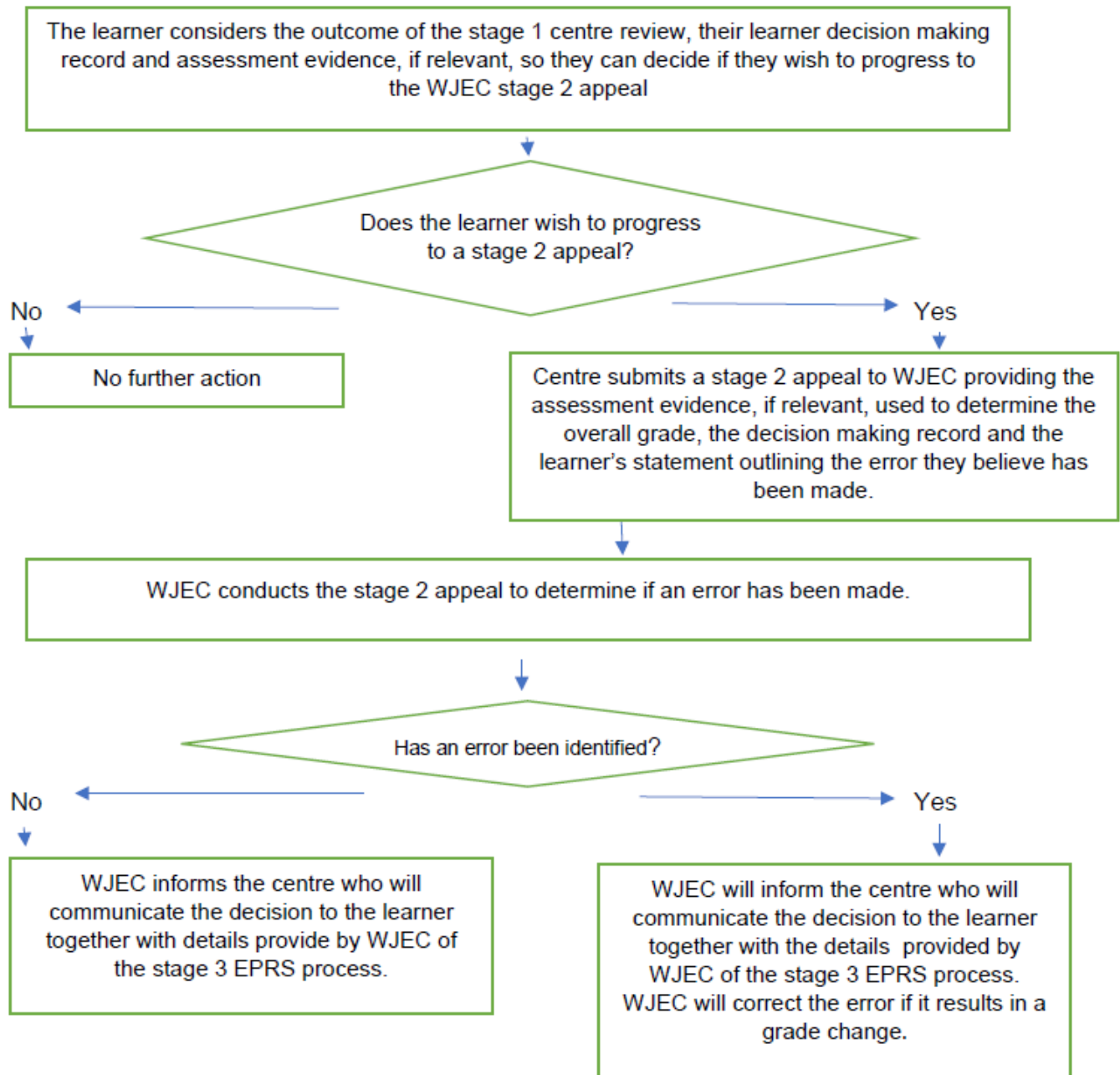
Learners have the right to request that the school submits an appeal to WJEC as the next stage in the process. If requested, the appeal must be submitted by the school on behalf of the learner within the appeals window.



## Stage 2 Appeal to WJEC

Learners may request that the school 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 diagram below illustrates the standard path through a WJEC Appeal.



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 secure website. The school will send requests for a stage 2 – WJEC appeal on behalf of learners when they have completed and submitted the Microsoft Form – 'Application for a Stage 2 – WJEC Appeal'. The link for this can be found below:

<https://forms.office.com/Pages/ResponsePage.aspx?id=bPOPnj1VLUiHF7pyAjenGzqaS1igaPRLlpLgaU69CiFUM1pXQzdRSTY0MzNJWiyOS1pRTEIKT1ILNS4u>

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 the Qualifications Wales [information for schools and colleges](#).

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 school 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 school will 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

<b>GCE, Advanced Skills Challenge Certificate, Level 3 Health and Social Care: Principles and Contexts</b>	
Priority appeals (those for which a higher education place is pending):	10 -23 August
Non-priority appeals:	10 August – 17 September
<b>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)</b>	
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.

### Stage 3 Qualifications Wales 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 will be published by Qualifications Wales in June.



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)**

<b>Centre Name</b>		<b>Centre Number</b>	
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<b>Candidate Name</b>		<b>Candidate Number</b>	
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<b>Qualification title and level</b>	
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<b>Provisional grade issued</b>	
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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 <sup>1</sup>	Yes/No
If your university place is at risk, you must provide your UCAS personal identifier	
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).

<b>Grounds for appeal</b>	<b>Please tick</b>
Centre administrative error	
Access arrangements or special consideration were not applied or considered when determining the grade	
The centre did not follow its centre policy/assessment plan in determining the grade	
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	

<p><b>Please provide any additional information that you have not included above regarding the error you consider has taken place in determining your grade.</b></p>
<p>You do not have to provide additional information. Any information provided must be clear, succinct and relevant.</p>

<sup>1</sup> 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**