

General Qualifications Appeals FAQs (19 August)

What routes to appeal are now available for General Qualifications?

Centres will be able to continue to appeal on the basis of centre error and Awarding Organisation error (data, procedural or error in issuing results). We are working with Ofqual and JCQ to confirm arrangements around any other appeal categories for Summer 2020. We will provide further updates as soon as possible. Where specific FAQs are included below, they stand.

Can I appeal based on my mock results?

There is no route to appeal based on mock results. There was consideration given to providing this as a route to appeal but this did not go ahead because the decision was made on 17 August to accept the grades teachers allocated to candidates in the Centre Assessment Grades. Any applications to appeal on the basis of mock results cannot be accepted.

I'm a centre – can I submit new/different Centre Assessment Grades?

No, we will award based on the Centre Assessment Grades you submitted originally. The grades submitted should have been the grades you felt your students would have achieved if they had taken their exams this summer. Your Head of Centre also provided a declaration to support the accuracy of the Centre Assessment Grades submitted so we do not expect these to change. We will use the grades submitted originally as the basis for awarding.

If you identify a genuine administrative error, you can appeal using the centre error appeal type and provide evidence of the error and how it was not identified before your Centre Assessment Grades were submitted to us and signed off by your Head of Centre. We will correct genuine errors where the evidence provided is sufficient.

I'm a student, and I'm not happy with my results. What are my options to appeal?

You should contact your centre to discuss. The centre will be able to check that they submitted the Centre Assessment Grade correctly and if they find an administrative error, they can appeal to have it corrected. Where no error has been made, the centre will be able to help you to understand why that grade has been awarded. There is no right to appeal on the basis that you do not agree with the professional judgment of teachers.

If you continue to be unhappy with your grade, you should consider sitting your exam in the Autumn Series.

My grade is higher than my Centre Assessment Grade – is it a mistake?

The [arrangements announced by Ofqual on 17 August](#) confirmed that Centre Assessment Grades or calculated grades (i.e. the grade that the statistical standardisation model produced) would be awarded, whichever was the highest. Your grade might be higher than the grade your centre submitted on your



behalf, for that reason. Your grade should not be lower than the Centre Assessment Grade (for General Qualifications) so if that is the case then it will be an error and your centre should appeal on that basis.

I received my A level results on 13 August – when will I receive my updated grades?

This information is with your centre now and they will be taking steps to update you, where applicable.

What fees are applicable for appeals?

The Government recently announced that schools in England will be able to appeal against A-level and GCSE grades free of charge. We are awaiting clarification of how the arrangements for this will work and will publish more information as soon as possible.

It remains the case for all our customers that where an appeal is upheld, no fee will be charged.