



AQA	City & Guilds	CCEA	OCR	Pearson	WJEC
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Centre error appeals – additional guidance for heads of centre, senior leaders and teaching staff

CCEA, Ofqual and Qualifications Wales have issued updated guidance in relation to appeals for summer 2020 results. We strongly recommend that the guidance is read prior to an appeal being submitted to an awarding body:

<https://www.gov.uk/government/publications/summary-guidance-on-appeals-for-gcse-as-and-a-level-summer-2020/summary-guidance-on-appeals-malpractice-and-maladministration-complaints-for-gcse-as-and-a-level-grades-in-england>

<https://www.qualificationswales.org/english/coronavirus---covid-19/qualifications-wales-statements/qualifications-wales-statement-on-appeals-process/>

<https://ccea.org.uk/document/6956>

This supplementary guidance explains the awarding bodies' expectations in relation to appeals made on the grounds of a centre error, particularly the type of evidence that would be required to support such appeals.

Submitting a centre error appeal

Given the care taken by teachers and senior leaders in schools and colleges in determining Centre Assessment Grades (CAGs), we expect that appeals on the grounds of centre error will be rare and exceptional.

Schools and colleges followed a rigorous process prior to submitting CAGs which included:

- two teachers considering each grade, one of whom should have been the head of department or subject lead;
- the head of centre, usually the Headteacher, submitting a declaration with the CAGs. This declaration confirmed that quality assurance processes had been appropriately followed prior to submission and that the grades honestly and fairly represented what the candidate would have most likely achieved had the exams taken place.

If a school or college has evidence that it made a mistake when submitting Centre Assessment Grades, an appeal can be made to awarding bodies. Examples include:

- an exceptional clerical error; or
- a failure to take into account important information about a candidate's likely performance that should have been and was taken into account for other candidates.

All appeals submitted **must** be supported by relevant and detailed evidence which clearly explains the centre's error and why the proposed new grade is more accurate than the CAG originally submitted. An appeal submitted without sufficient evidence **will not** be accepted. It is not acceptable to provide data without a clear explanation and rationale. The type of evidence to be submitted will depend on the case but might include:

- signed statements/explanations of errors from the head of centre, subject teacher and/or head of department, including why the error was not identified during the original process;
- contemporaneous meeting notes that support the explanation of the error (for example, from a meeting where a particular CAG-setting process at the centre was agreed);
- tracking or other progress data;
- written documents that evidence the timing of an issue coming to light or otherwise support the explanation of the error;
- evidence of why the original approach taken by the school or college was inappropriate, given the published guidance.

The following **are not** grounds for appeal and will not be accepted:

- a candidate disagrees with their centre's professional judgement;
- the centre has changed its professional judgement;
- a different teacher has now come to a different conclusion;
- another centre took a different approach;
- the national standardisation process did not operate as expected;
- the centre took into account the distribution of Centre Assessment Grades compared with grades achieved by the centre's candidates in previous years.