

You may discover, following the issue of results, that an error has occurred which has resulted in a student receiving a higher or lower grade than they should have received. This error could impact a student who has requested a centre review and/or other students who have not requested reviews.

Awarding organisations will consider requests from centres to correct errors on the basis of the explanation you provide setting out why you believe the grade should be changed. You must only request that a grade be changed if the original grade was incorrect as a result of an administrative or procedural error on the part of the centre.

### **Correcting grades for students who have requested a centre review**

Students who request a centre review will have been made aware that their grade could be confirmed, raised or lowered as a result of the review and will have given their consent for the review to take place. Therefore, if you discover that the grade awarded to the student who has requested the review is incorrect, you should generally request that the grade be corrected. You should submit a centre error correction request to the awarding organisation and the awarding organisation will make the final decision as to whether the grade should be changed, after reviewing the explanation that you have provided. Your explanation should include information about any adverse effect that a decision to lower a grade would have on the student, for example if they have been accepted in a further or higher education establishment based on the higher grade.

### **Correcting grades for students who have not requested a review**

Where you discover that the error has led to other students receiving grades that are incorrect, you should consider whether it is appropriate to correct the grades for these students too. In most cases, it will be appropriate to correct the grade in order to ensure that all students receive final grades which accurately reflect their performance. Allowing incorrect grades to stand could also have an adverse impact on employers or educational institutions who rely on the grade in future as well as on the student, if for example they progress on to a course they were not equipped for.

However, if you find that a student who has not requested a centre review has received a grade which is too high, you should also consider the adverse impact that lowering the grade may have on the student concerned before deciding whether to request that the grade be lowered. In some cases you may feel that the benefit of correcting the incorrect result is outweighed by the adverse impact on the student.

This may be the case where the error is a relatively minor one (for example where the student was considered to be performing at the borderline between two grades) and the adverse impact on the student of correcting the result would be severe (for example where the student has already relied on the original grade to make decisions about their progression).

You should also consider whether the student's own actions, including malpractice, have contributed to the awarding of an incorrect grade. Where the student has been found to have committed malpractice, you should always correct the grade and report the malpractice to the awarding organisation.

If having reviewed these factors you consider that the grade should be lowered, you should submit a centre error correction request to the awarding organisation. The awarding organisation will review the case before making the final decision as to whether the grade should be changed. You should therefore ensure that the explanation you provide to the awarding organisation along with your request includes as much detail as possible about the adverse impact that a decision to lower the grade would have on the student and any other relevant factors that you have identified during your consideration.

NB For information about correcting errors after the submission of Teacher Assessed Grades and before the issuing of results please see **section 4**.