



High Level guidance on the centre review and WJEC appeals process

Summer 2021



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Qualifications Wales in its document [Guidance for alternative arrangements for approved GCSE, AS and A level qualifications for the summer 2021 series](#), issued on 4 March, outlines the appeals process.

This WJEC guidance relates to the centre review and 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)

Learners grades for summer 2021 will be based on Centre Determined Grades. Qualifications Wales' guidance outlines internal and external quality assurance measures that aim to ensure that learners are issued with their correct grades on results day to enable them to progress with further education or employment in a timely manner. Details of the external quality assurance process which will be undertaken by WJEC is available to centres on the [WJEC secure website](#) in the Guide to centre policy on assessment and quality assurance processes.

WJEC has provided guidance to centres on assessment and grading for this summer. Centre staff must record information regarding their grading decision on a Learner Decision Making Record. The record must be made available to learners as part of the centre's internal quality assurance process.

There are three stages to the centre review and appeals process in summer 2021.

Stage 1 (Pre-results) centre review stage – Schools and colleges (centres) must share provisional Centre Determined Grades with their learners together with the information recorded on the Learner Decision Making Record. The record will include information on the assessments and outcomes that contributed to the grade, special consideration and access arrangements, if applicable. A learner must be given the opportunity to ask their centre to review their provisional grades and check for any errors before the grades are submitted to WJEC. A review may be requested on the grounds of judgement and/or an error having been made. This process will be similar to the process required in a normal year when a learner can appeal their Non-Examination Assessment (NEA) mark at a centre level before marks are submitted to WJEC.

The learner must clearly outline the grounds for their request for a centre review. The centre must investigate and provide the learner with a response including the reason for their decision to uphold or not to uphold the learner's case. Any errors identified must be corrected and recorded prior to the submission of grades to WJEC. The identification of an error may not necessarily lead to a change in grade. A template form for learners to request a review and for the centre to record their decision will be provided by WJEC with the detailed guidance.

The Centre Determined Grade is provisional until qualification grades are issued by WJEC on results days.

Stage 2 (Post results) appeal to WJEC – After results day in August, a learner can ask their centre to submit an appeal to WJEC on the grounds that the grade judgement that their centre has made is unreasonable and/or an error has been made.

The learner must clearly outline the grounds for their appeal. WJEC will conduct a review of the centre's decision and if an error is found will correct the error. The correction of an error may not necessarily lead to a change in grade.

Stage 3 (Post results) appeal to Qualifications Wales – Following completion of the Stage 2 appeal, a request for an Exam Procedures Review Service (EPRS) review can be made to Qualifications Wales to check whether WJEC has followed its procedures correctly.

Detailed guidance for centre reviews and the appeals process will be available during the week commencing 26 April.

Process for centre reviews and WJEC appeals

Stage 1 - Pre-results centre review

Centre provides learner with their provisional grade and Learner Decision Making Record

Learner requests a centre review

Learner does not request a review

Centre conducts the review

Review upheld and error amended

Review not upheld

Centre submits Centre Determined Grade to WJEC

Stage 2 - Post Results WJEC appeal

Learner submits an appeal to their centre

Centre completes an initial check on the learner's appeal

Centre identifies an administrative/ procedural error

Centre does not identify an administrative/ procedural error

Appeal on the grounds of unreasonable judgement

Centre informs WJEC of the error

Centre submits an appeal to WJEC on behalf of the learner

WJEC amends grade if the error resulted in a grade change

Appeal upheld - grade may or may not be amended

Appeal not upheld

Stage 3 - EPRS review

Application made to Qualifications Wales for EPRS review

EPRS review conducted by Qualifications Wales