**GLLM Appeals process for Centre Determined Grades and Teacher Assessed Grades - Summer 2021**

For a number of qualifications, learners’ grades for summer 2021 are based on Centre Determined Grades (CDG) or Teacher Assessed Grades (TAG).

This grade is a holistic judgement based on the balance of evidence that demonstrates the learner’s level of attainment.

If your grade has been awarded through a CDG or TAG you may be able to appeal the grade awarded to you. However, there are different appeal routes depending on the type of qualification being awarded.

### Vocational Qualifications

The following vocational qualifications have been classified as B1/B2 and can be awarded using TAGs.

* Most BTEC qualifications
* City & Guilds Technical qualifications
* WJEC Level 1/2 in Construction
* Foundation Art and Design
* Some City & and Guilds Level 1 qualifications

If you are undertaking one of the above vocational qualifications your appeal window will open **after your official results are issued in August**

We will update this page with the appeals process when it is finalised, and share this with you on results day in August.

### General WJEC Qualifications

The following guidance on appeals is applicable to these qualifications:

* Qualifications Wales approved GCSE, AS and A Level
* Skills Challenge Certificate of the Welsh Baccalaureate
* Level 2 and Level 3 Health and Social Care: Principles and Contexts
* Level 2 Children’s Care, Play, Learning and Development (Unit 216)

For these qualifications there are 3 review routes:

Stage 1: Request for a centre review of the grade (pre-results)

Stage 2: Appeal to WJEC (post results)

Stage 3:Qualifications Wales Exam Procedures Review Service (EPRS)

A centre review and WJEC appeal (under stages 1 and 2) may result in a learner’s grade remaining the same, being raised or being lowered.

If you are following an EDUQAS A/ AS level your appeal window will open **after your official results are issued in August.**

### Stage 1 - The Centre Review

* You will receive your provisional Centre Determined Grade by 12pm on Friday June 11th.
* The grades will be made available on eDRAC Learner.
* When you receive your provisional grade, you will also receive a record showing how each of your grades were calculated - this is called the Decision Making Record.
* Once you have reviewed the Decision Making Record you can request a centre review if you think an error has been made which has had a material effect on the accuracy of your provisional Centre Determined Grade.

**When Can I Request a Centre Review?**

* You have 5 working days from the date you receive your provisional grade to request a review.
* All requests for review must be received by **5pm on Friday June 18th**. Requests for review received after this time will not be considered

**How Do I Request A Review?**

* You can only request a review through the “Request Review” tab on eDRAC Learner
* Your request for a review must be based on one or more of the following:

|  |  |  |
| --- | --- | --- |
| **Administrative error** | **Procedural error** | **Judgement in determining the grade** |

* You must provide a brief and clear explanation of the error you believe has occurred and we can only base our review on the information you provide
* When requesting a review you must confirm your consent to requesting the review and confirm your understanding that the outcome of the review may result in a grade going down, going up or staying the same.

**What happens when we receive your request for a centre review?**

* We will acknowledge receipt of your appeal and advise you of an initial timeline to process your review.
* Your request will be processed and a nominated member of staff who was not involved in determining your grade will oversee your review. However, the original decision maker may be part of the process to check if an error has occurred.

**How long will the review take?**

* We will aim to provide you with an outcome of the review within 10 working days. If additional time is required, we will inform you of this
* Provisional grades must be submitted to WJEC by July 2nd and we hope to complete all reviews by this time.
* However, some reviews may be processed after this deadline. If this is the case, we will complete all outstanding reviews by July 15th and submit amended grades to WJEC by July 20th.

**What are the possible outcomes from the Centre Review?**

If the review identifies that an error has occurred, your provisional grade may:

* go up
* stay the same or
* go down

Please remember that even if an error has been identified, it may not necessarily result in a change of grade as the error may not be sufficient to change the overall grade.

**How will I find out the outcome of the Centre Review**

We will contact you on your college email address to inform you:

1. Whether or not there was an error
2. An explanation of why the error was made
3. Whether the review will result in a change to the provisional Centre Determined Grade, and if so what the new provisional grade will be
4. A reason why the review has/has not resulted in a change to the provisional Centre Determined Grade
5. Information on the next steps if you wish to escalate the appeal to Stage 2 - an appeal to WJEC

**What happens if I do not agree with the outcome of the Centre Review?**

If you do not agree with the centre decision, there is no further internal centre review stage. Your next appeal route is to Stage 2 - an appeal to WJEC after the results have been issued in August

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### Stage 2 Appeal to WJEC

You can only make an appeal to WJEC if you have been through the Stage 1 review process unless your appeal concerns an error made by WJEC in processing your grade.

You cannot appeal directly to WJEC - you must ask the centre to do this on your behalf if you consider that you have grounds for a stage 2 appeal, which are as follows:

* **A Centre administrative or processing error**

Centre administrative or processing errors should be corrected during a centre review. However If you think that an error has not been corrected by the stage 1 centre review WJEC will review the evidence to see whether an error has occurred.

* **A Centre Procedural error**

If you think that GLLM did not follow the correct process in working out the provisional Centre Determined Grade WJEC will evaluate whether the centre followed the procedures stated in the centre policy and subject assessment plan.

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

* **The grade is unreasonable**

If you think that the judgement made by GLLM on the provisional Centre Determined Grade is unreasonable WJEC will review the decision making record and related evidence to determine whether the grade is reasonable.   
  
WJEC can only look at the evidence GLLM has considered and the reason for the grade noted in the decision-making record. It will then judge whether the grade given to you is reasonable or unreasonable. It will not re-mark assessments. The grade would be considered unreasonable if the evidence or rationale used by GLLM does not support the grade that has been awarded at all.

A Centre determined grade will only be considered unreasonable if it is well outside the bounds of reasonable academic judgement and the evidence cannot reasonably support the grade awarded.

WJEC reviewers are unlikely to be able to decide that a change to one grade below or one grade above your grade would be more correct. For example, if the WJEC decision-maker for the appeal feels that the evidence could support either a grade D or a grade C, then they could not say that giving you a grade D was unreasonable. If WJEC finds that a grade is unreasonable, it will award a new grade that they consider best reflects the evidence they have seen.

* **WJEC made an error**

If you think WJEC have made a processing error which has resulted in an incorrect grade being awarded by WJEC which is different to the grade submitted by the centre.

**How do I appeal to WJEC?**

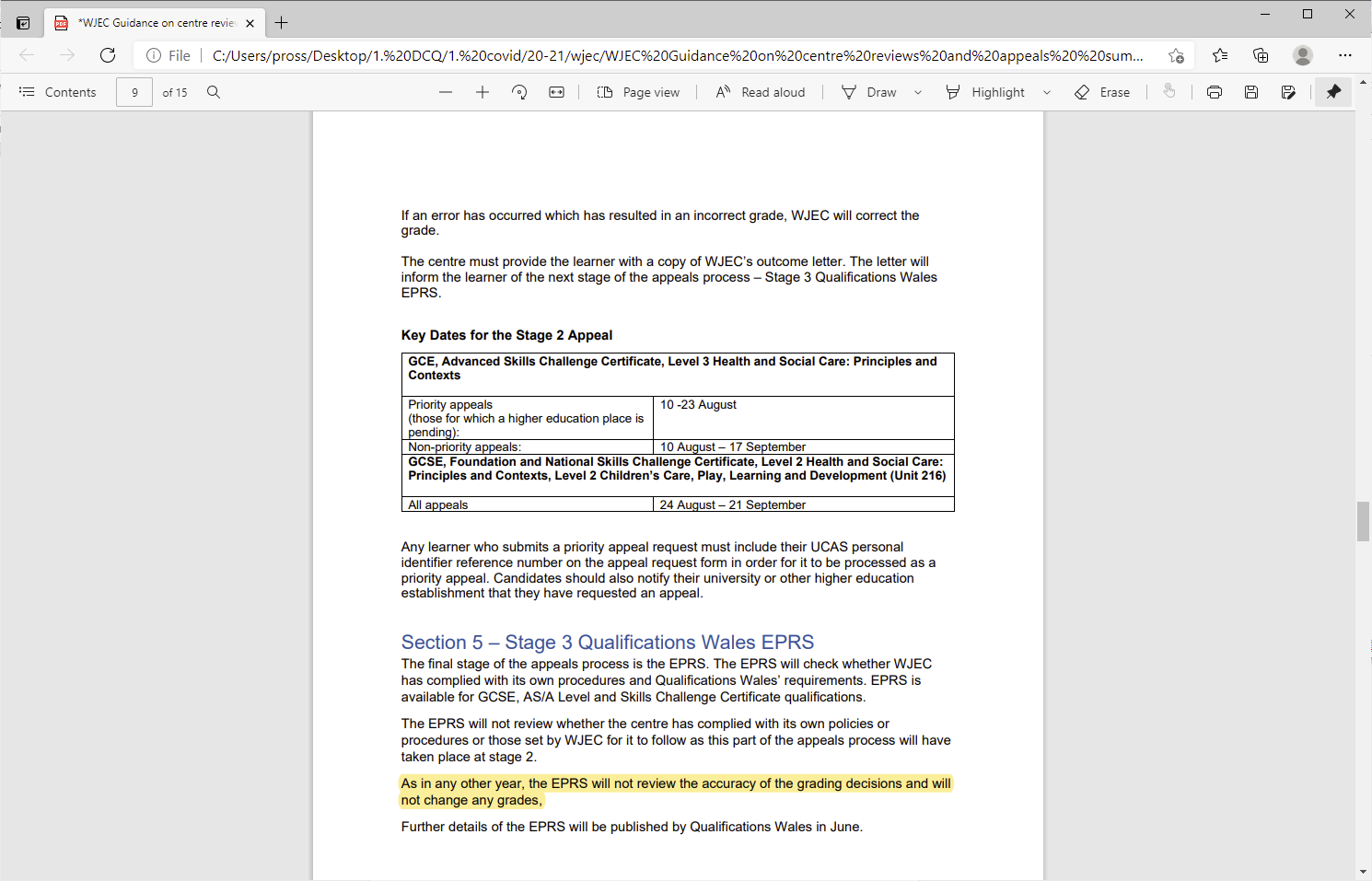
* You must discuss this with the Programme Manager at your centre. The manager will advise you if you are eligible to appeal and the grounds on which an appeal can be made.
* The centre will submit an appeal to WJEC through their secure website.

**What Happens after the appeal is submitted?**

* WJEC will first decide whether to accept the appeal based on:
  + the validity of the grounds for the appeal as put forward by the learner
  + whether a centre review has been completed
  + the timescale of the application
  + the learner’s consent.
* If WJEC decide the application is not accepted, they will inform us in writing and we will advise you of this through your college email
* If the application for an appeal is accepted, and depending on the ground 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.

**How long will the Appeal take?**

* WJEC will prioritise appeals for learners with a pending higher education place - your UCAS personal identifier must be included in your appeal for it to be prioritised
* It is also important that you contact your university or other higher education establishment to inform them that you have requested an appeal
* The timeframes for completing the appeal with WJEC are:

**What are the possible outcomes from the Appeal?**

* 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.
* As with the centre review, the appeal may result in your grade remaining the same, being raised or being lowered.
* WJEC will correct the error if it results in a grade change

**How will I find out the outcome of the Appeal?**

* WJEC will inform the centre in writing of the outcome of the appeal including the reason(s) for the decision.
* We will advise you of this and provide you with a copy of the outcome letter through your college email

**What happens if I do not agree with the outcome of the appeal?**

* When we advise you of the outcome we will also provide you with information on Stage 3 of the appeals process - an appeal to Qualifications Wales EPRS.

### Stage 3: An appeal to 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.
* If Qualification Wales identifies that WJEC has not followed the right process, Qualifications Wales will ask WJEC to consider whether the failure had an effect on the outcome of the appeal.
* 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.
* The EPRS will not review the accuracy of the grading decisions and will not change Centre Determined Grades.
* Further details on the EPRS process will be published in June.