



Ofqual



Statistical Bulletin

Enquiries about Results for GCSE and A level: Summer 2012 Exam Series

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Key findings

During the summer 2012 exam series, over 2.4 million GCE A level (AS and A level) certifications were made. More than 5.9 million GCSE qualifications were awarded in England, Wales and Northern Ireland during the summer 2012 series.

Following the release of results from summer 2012, there was a total of 279,046 enquiries about results across all three service types¹ compared with 204,575 in 2011, representing an increase of 36 per cent. This is in the context of over 21 million unit entries for exams and internal assessments in 2012: a 15 per cent increase compared with 2011. All completed enquiries received in 2012, have been processed within deadlines. Fifteen are still being processed but are currently within the deadlines set out in the *GCSE, A level, Principal Learning and Project Code of Practice*²

Centres should request a review of marking where they have concerns about the accuracy of the initial marking of candidate work. Of the 14.4 million GCSE and A level exam scripts that were marked, 275,808 enquiries were made for a service 1 re-check or a service 2 re-mark. Service 1 and Service 2 are for external assessments marked by the awarding organisations. This represented 1.92 per cent of scripts. This percentage has increased from 1.34 per cent in 2011 and has shown a steady increase over the last five years. In 2008 it was 0.91 per cent.

In the majority of cases, enquiries about results did not reveal inaccurate marking that required a change to candidates' initial grades. The overall total of qualification grade changes resulting from all three services in summer 2012 was 45,630 (0.54 per cent of all subject certifications), an increase of 18.7 per cent compared with 2011.

For GCSE and A level there has been an increase in the number of enquiries submitted and the number of resulting grade changes during the period 2008–12.

The period 2009–12 has seen some significant revision to the structure of GCSE and A level qualifications, with a move from six to four units in many A level subjects and the introduction of the A* grade at A level. The majority of GCSEs are now unitised, which has led to an increase in the number of individual unit entries made, and

¹ For details of the three service types available please see pages 4 and 5.

² *GCSE, A level, Principal Learning and Project Code of Practice* (Ofqual, the Welsh Government and CCEA, 2011). www.ofqual.gov.uk/downloads/category/93-codes-of-practice?download=680%3Agcse-gce-principal-learning-and-project-code-of-practice-2011

includes a new form of internally assessed controlled assessment. These changes will have impacted on the number of enquiries about results received and the resulting grade changes. Therefore, they are a factor in changes seen over this period.

Introduction

This statistical bulletin, published on behalf of the regulators in England, Wales and Northern Ireland, presents data on enquiries about results made to awarding organisations for the summer 2012 GCSE and A level exam series. The report summarises the performance of the six awarding organisations offering these qualifications in England, Wales and Northern Ireland:

- Assessment and Qualifications Alliance (AQA)
- Council for the Curriculum, Examinations and Assessment (Northern Ireland) (CCEA)
- Edexcel
- International Curriculum & Assessment Agency Examinations ICAA(E)
- Oxford Cambridge and RSA Examinations (OCR)
- WJEC.

The awarding organisations provide the regulators – Ofqual, the Welsh Government and the Council for the Curriculum, Examinations and Assessment (CCEA) – with statistical data on enquiries about results.

The report:

- details the processes and 2012 reporting arrangements for enquiries about results
- provides data on the six awarding organisations in terms of the three common services for enquiries about results
- provides data on the number of enquiries received, the number of resulting qualification grade changes and the performance of each awarding organisation in meeting deadlines
- provides data on the units with the highest percentage of enquiries as a proportion of entries.

A report presenting the final data on appeals for the summer 2012 exam series will be published in March 2013.

Once published, data may be revised in subsequent bulletins due to late-received data or if an error is identified. In this bulletin some figures have therefore been revised since last year's report.

The enquiries about results process

Every year, the GCSE and A level awarding organisations publish information and guidance for schools and colleges on making use of the post-results service for the relevant summer exam series.

Candidates receive the results of their summer exams in August. If a school or college is concerned about the accuracy of a candidate's result, it can ask the awarding organisation to investigate the marking. Candidates cannot ask awarding organisations to investigate; they must ask through their school or college. This is because the school or college have responsibility for entering candidates for exams. Private candidates are an exception; they can ask the awarding organisations directly.

If the investigation shows marking or processing errors have been made and the candidate's result is incorrect, the awarding organisation will adjust the mark to the correct level. In some cases this may affect the overall qualification grade, which will then also be adjusted. Since 2001, grades have been adjusted downwards as well as upwards.

Each awarding organisation offers three post-results services for reviewing and checking exam scripts and internal assessment³. These are common to all awarding organisations, and comprise:

- service 1: a clerical re-check for an individual candidate
- service 2: a post-results review of marking for an individual candidate
- service 3: a re-moderation of the school's or college's internal assessment using a sample of candidates.

Service 1: clerical re-check for an individual candidate

The awarding organisation checks the script to make sure every question has been marked and the total number of marks awarded for each paper is correctly added up and recorded. It provides a statement of the marks awarded for each part of the exam for the candidate. Schools and colleges must request this service by 20th September. The deadline by which awarding organisations must notify centres about the outcomes of enquiries about results for service 1 is 20 calendar days from the date of receipt.

³ The deadlines for completion of these services are given in the *GCSE, A level, Principal Learning and Project Code of Practice* (Ofqual, the Welsh Government and CCEA, 2011).

www.ofqual.gov.uk/downloads/category/93-codes-of-practice?download=680%3Agcse-gce-principal-learning-and-project-code-of-practice-2011

Service 2: post-results review of marking for an individual candidate

A second examiner (wherever possible, marking should be undertaken by someone other than the original examiner) reviews the marking of the original examiner to make sure the authorised mark scheme has been applied appropriately. This process may also be called a re-mark. The awarding organisation also does a full clerical re-check (service 1).

There are two levels of priority for service 2:

- non-priority – schools and colleges must request this by 20th September
- priority – schools and colleges can request this if the candidate's place at further or higher education depends upon the outcome of an enquiry about results. Requests for a priority-level service 2 enquiry must be submitted within eight calendar days of the result being issued.

The deadline by which awarding organisations must notify schools and colleges about the outcomes of enquiries about results for service 2 is 30 calendar days for the non-priority service and 18 calendar days for the priority service from the date of receipt.

Service 3: re-moderation of the school's or college's internal assessment using the sample of candidates

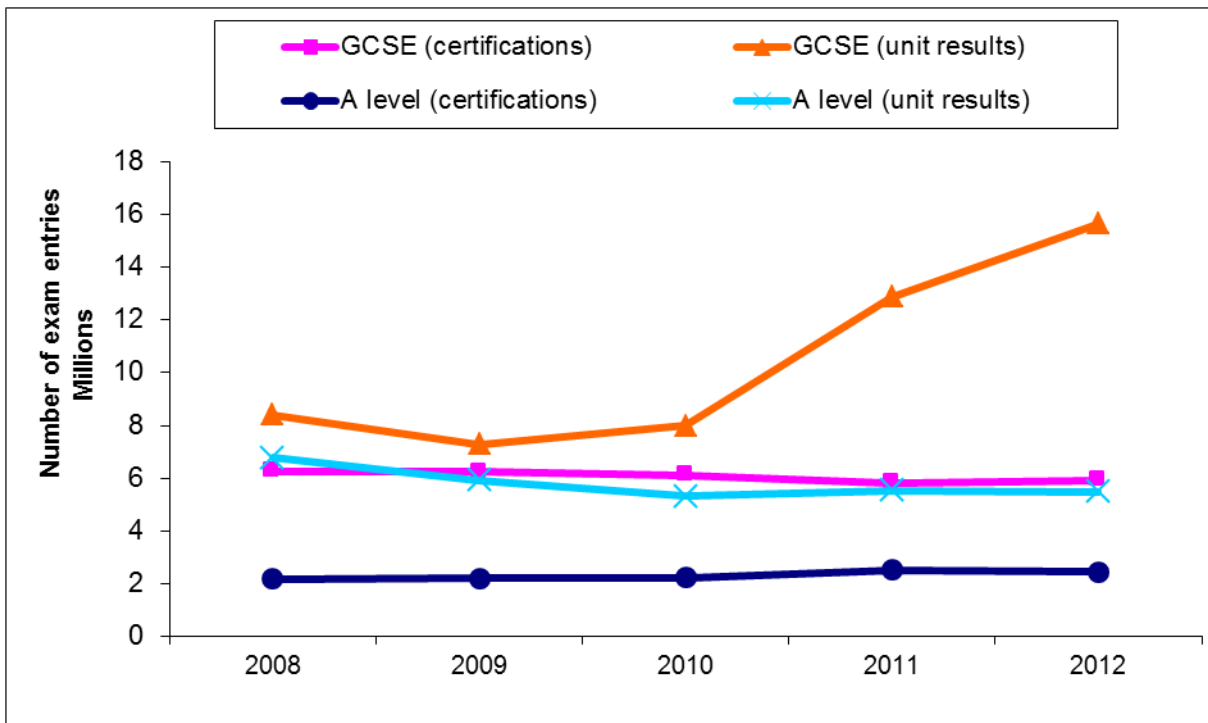
Service 3 is not available for individual candidates, as the re-moderation must be undertaken on the sample of candidates' work used in the initial moderation.

The awarding organisation re-moderates a school's or college's internal assessment marks and provides feedback on their assessment of the candidates' work. This service must be requested by 20th September. The deadline by which awarding organisations must notify schools and colleges about the outcomes of enquiries about results for service 3 is 40 calendar days from the date of receipt.

Summer 2012 exam series

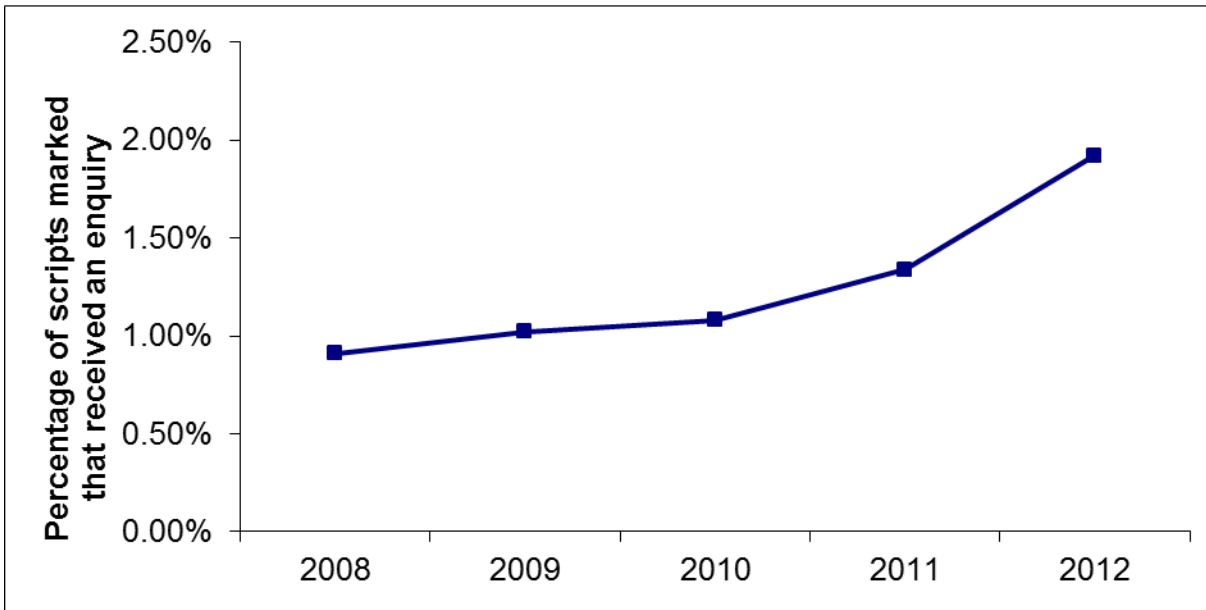
In the summer 2012 exam series, over 2.4 million A level (AS and A level) results were issued. More than 5.9 million GCSE qualification results were issued in England, Wales and Northern Ireland during the summer 2012 series. There were 15.7 million GCSE unit entries, an increase of 22 per cent from 2011. There were 5.5 million A level unit entries, which represent a 1 per cent decrease on the previous year (see Table 1 and Figure 1).

Figure 1: Total entries for GCSE and A level, summer exam series, 2008–12



There were 14.4 million GCSE and A level exam scripts marked in the summer 2012 exam series; 275,808 enquiries were made for a service 1 re-check or a service 2 re-mark. This represented 1.92 per cent of scripts. This proportion has increased from 1.34 per cent in 2011 and 0.91 per cent in 2008, continuing the trend of a steady increase over the last five years (see Table 2 and Figure 2). Although the number of scripts has decreased over the last five years, the number of service 1 and 2 enquiries has continually increased (see Table 2)

Figure 2: Percentage of GCSE and GCE scripts marked that received an enquiry, summer exam series, 2008–12



The period 2009–12 has seen some significant revision to the structure of GCSE and A level qualifications, with a move from six to four units in many A level subjects and the introduction of the A* grade at A level. The majority of GCSEs are now unitised, which has led to an increase in unit entries, and include a new form of internally assessed controlled assessment. These changes will have impacted on the number of enquiries about results received and the resulting grade changes. Therefore, they are a factor in changes seen from one year to the next.

Following the summer 2012 exam series, enquiries about results were received for the following services:

	GCSE enquiries	A level enquiries
Service 1 (clerical re-check)	1,527	646
Service 2 (non-priority re-mark)	183,838	69,152
Service 2 (priority re-mark)	n/a	20,645
Service 3 (internal assessment re-moderation)	1,991	1,247
Total number of enquiries	187,356	91,690
Total number of unit entries	15,653,400	5,485,400
Percentage of enquiries as a proportion of unit entries	1.2%	1.7%

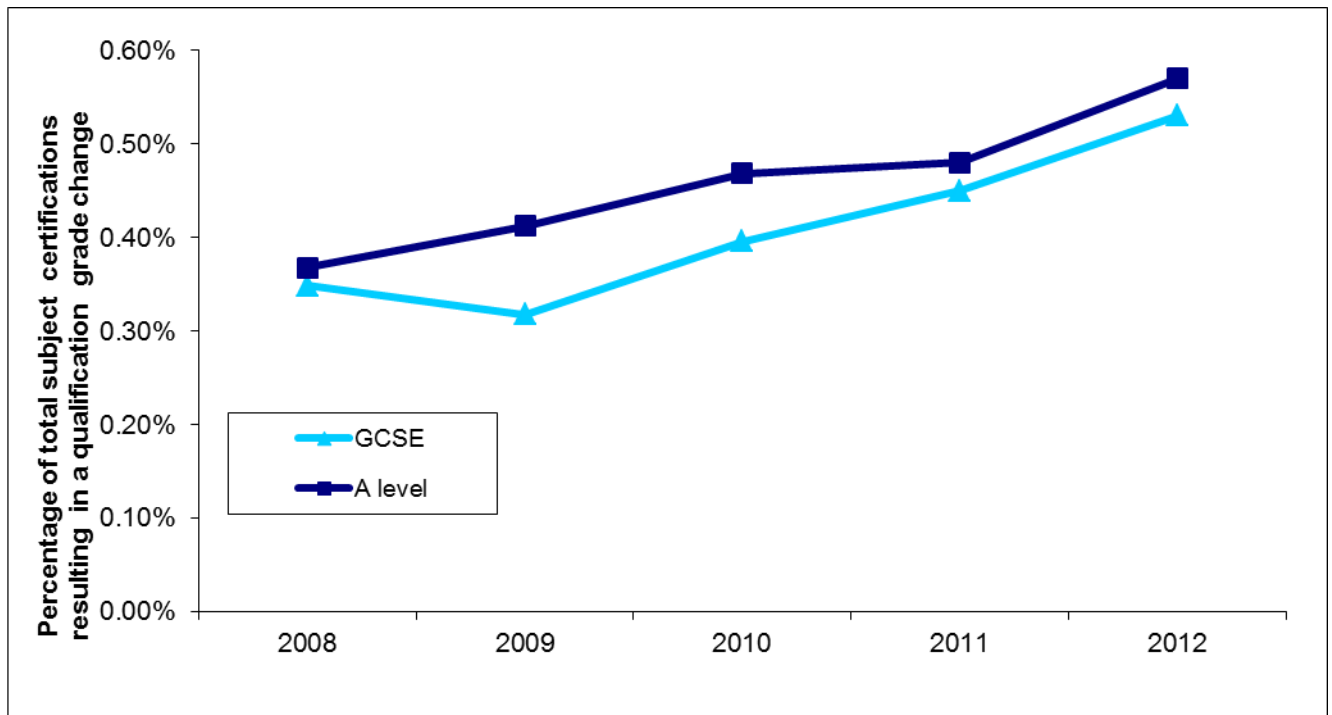
Qualification grade changes

For A level, across all three services, there was a total of 14,120 qualification grade changes following an enquiry, representing 0.57 per cent of all A level subject certifications. This was an increase from 0.48 per cent from the previous year; this increase is statistically significant (see Table 3 and Figure 3).

For GCSE, across the three services, there was a total of 31,510 qualification grade changes following an enquiry, representing 0.53 per cent of all GCSE subject certifications. This was an increase from 0.45 per cent from the previous year; this increase is statistically significant (see Table 3 and Figure 3).

For both GCSE and A level, there has been a steady increase in the percentage of enquiries that result in qualification grade changes over the last five years. However, the rate of increase has been slower than the increase in the number of enquiries made by schools and colleges.

Figure 3: Qualification grade changes resulting from an enquiry as a percentage of total subject certifications, summer exam series, 2008–12



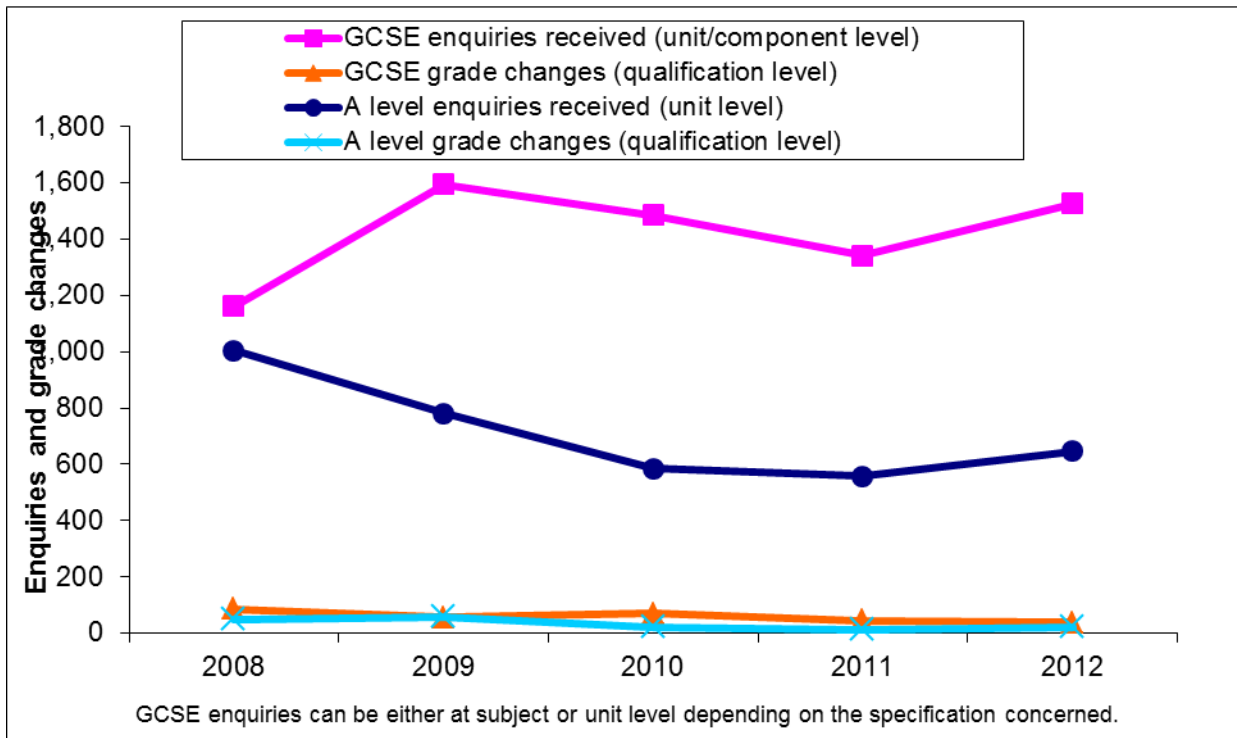
Service 1: clerical re-check

(See Table 4 and Figure 4.)

For GCSE results, there were 1,527 enquiries, an increase of 14 per cent from the previous year. All these enquiries were completed within the deadline. Of these enquiries, 37 resulted in a change to the overall qualification grade, a decrease of 18 per cent from 2011. This represents less than 0.01 per cent of all GCSE qualification certifications. Over the last five years, while the number of enquiries received by awarding organisations has remained relatively consistent, there has been a downward trend in the number of qualification grade changes.

For A level results, there were 646 enquiries, an increase of 16 per cent from the previous year. All these enquiries were completed within the deadline. Of these enquiries, 21 resulted in a change to the overall qualification grade, an increase of 50 per cent from 2011. This represents less than 0.01 per cent of all A level qualification certifications.

Figure 4: Service 1 enquiries, summer exam series, 2008–12



Service 2: non-priority re-mark

(See Table 5 and Figure 5.)

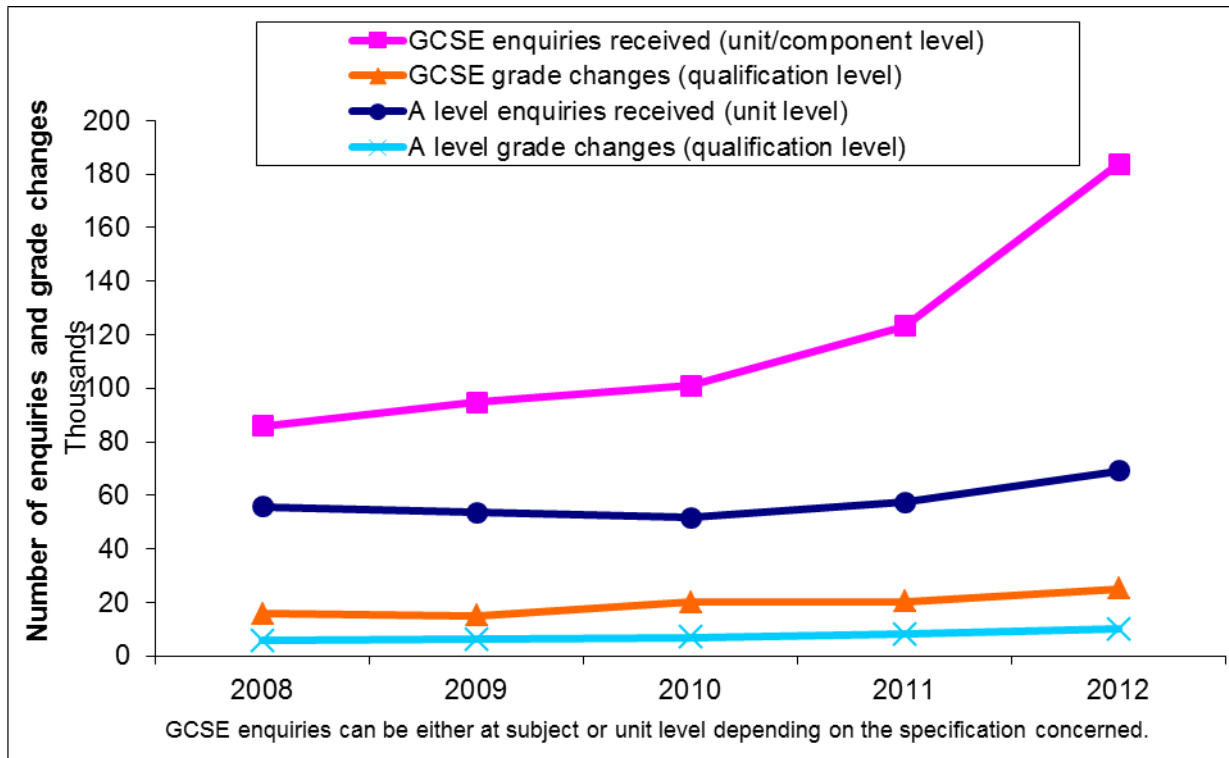
For GCSE results, there were 183,838 enquiries, an increase of 49 per cent from the previous year. This is the context of a 22 per cent increase in the number of individual unit entries made for GCSE. All completed enquiries have been processed within the deadline. Two are still being processed, but are currently within deadlines.

Of these enquiries, 25,117 resulted in a change to the overall qualification grade, an increase of 24 per cent from 2011. This represents 0.42 per cent of all GCSE qualification certifications.

For A level results, there were 69,152 enquiries, an increase of 20 per cent from the previous year. Unit entries remained fairly consistent for A level, with a 1 per cent decrease. All completed enquiries were processed within the deadline. Five are still being processed, but are currently within deadlines.

Of these enquiries, 10,154 resulted in a change to the overall qualification grade, an increase of 23 per cent from 2011. This represents 0.41 per cent of all A level qualification certifications.

Figure 5: Service 2 non-priority re-mark enquiries, summer exam series, 2008–12

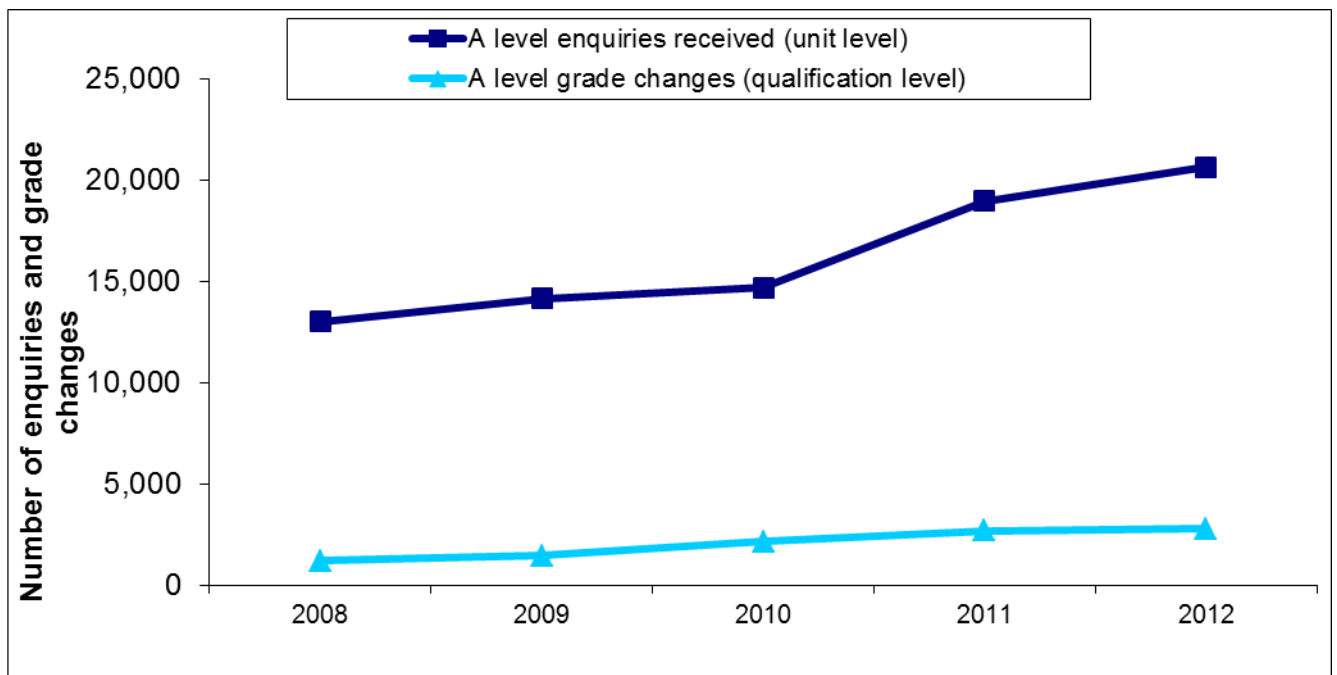


Service 2: priority re-mark

(See Table 6 and Figure 6.)

For A level results, there were 20,645 priority enquiries, an increase of 9 per cent from the previous year. All these enquiries were completed within the deadline. Of these enquiries, there were 2,788 qualification grade changes, an increase of 4 per cent from 2011. This represents 0.11 per cent of all A level qualification certifications. As Figure 6 illustrates, there has been a year-on-year increase in the number of priority enquiries received by awarding organisations and the resulting qualification grade changes.

Figure 6: Service 2 priority re-mark enquiries, summer exam series, 2008–12



Service 3: re-moderation of internal assessment

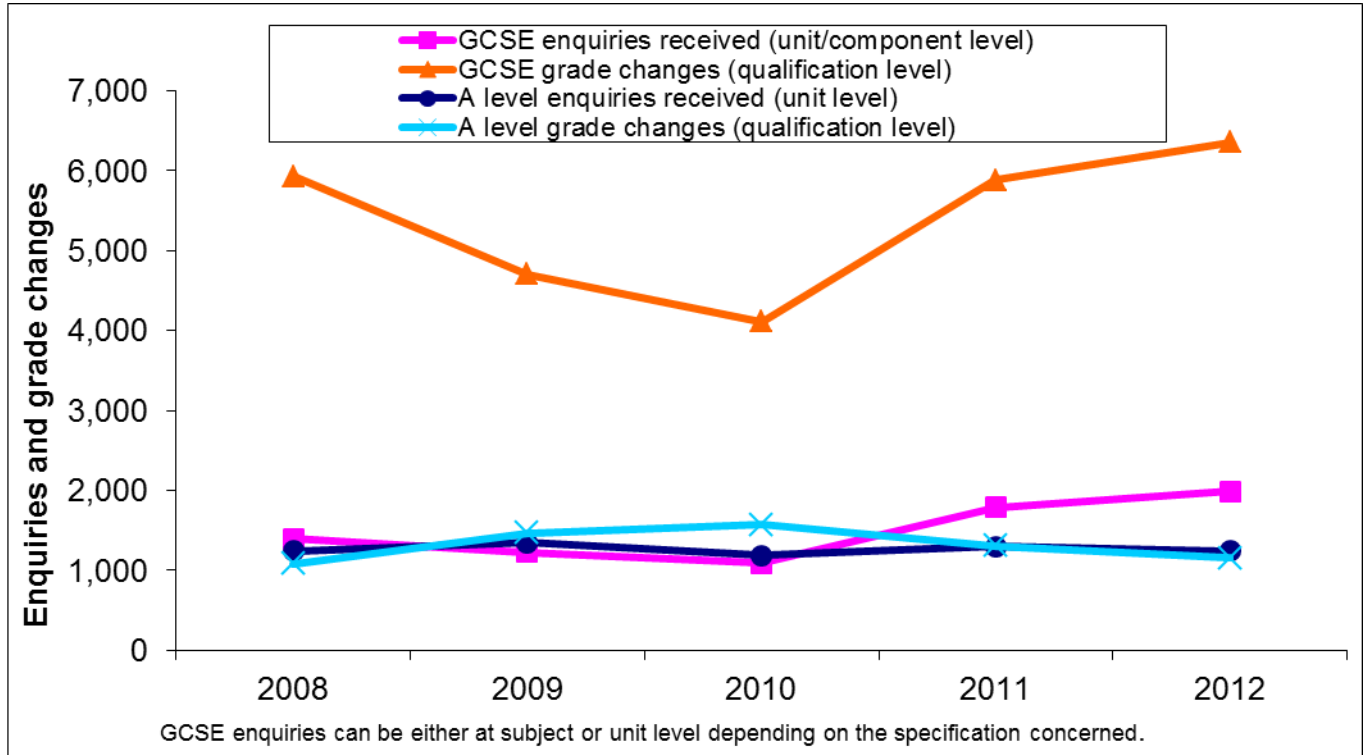
(See Table 7 and Figure 7.)

These enquiries each apply to a number of candidates within a school or college, not individual candidates, as awarding organisations moderate a sample of candidates' work to check the schools/colleges marking (samples consist of several candidates' work). Re-moderation may, therefore, result in grade changes for more than one candidate as the result of a single enquiry from their school or college.

For GCSE results, there were 1,991 enquiries, an increase of 11 per cent from the previous year. All completed enquiries were processed within the deadline. Eight are still being processed but are currently within deadlines. As a result of these enquiries, 6,356 qualification grades were changed, an increase of 8 per cent from 2011. This represents 0.11 per cent of all GCSE qualification certifications.

For A level results, there were 1,247 enquiries, a decrease of 4 per cent from the previous year. All of these enquiries were completed within the deadline. As a result of these enquiries, 1,157 qualification grades were changed, a decrease of 11 per cent from 2011. This represents 0.05 per cent of all A level qualification certifications.

Figure 7: Service 3 enquiries for summer exam series, 2008–12



Unit level grade changes for A level

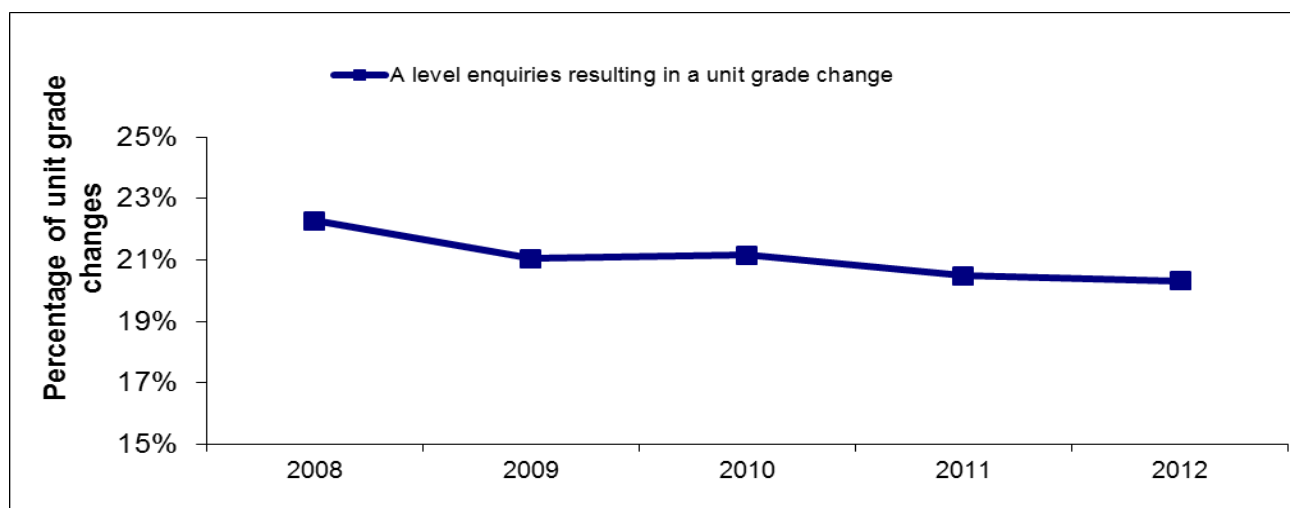
All A level qualifications have been unitised since 2000. For unitised qualifications, an enquiry about results (EAR) is requested per unit outcome, rather than for the overall qualification outcome. Any grade change at unit level may or may not lead to a grade change at overall qualification level, dependent on the extent of the unit mark change and a candidate's initial proximity to overall subject grade boundaries. Where a candidate has been allocated a mark just above or below a unit grade boundary, a change of a small proportion of marks as a result of a review of marking may lead to a change of unit grade. Depending on the scale of this change, it may result in a change to a candidate's overall qualification outcome.

Centres can request a review of marking where they have concerns about the accuracy of the initial marking of candidate work. For summer 2012 exams, enquiries about results were requested for 2.2 per cent of all marked scripts for A level. The majority of enquiries about the marking of A level examined units did not find inaccurate marking leading to a change in unit grade.

For all awarding organisations combined, at A level, 20.32 per cent of the 90,443 service 1 and 2 enquiries received against an examined unit outcome resulted in a change to the unit grade. This is down slightly on last year when it was 20.48 per cent and continues the downward trend over the last five years. In 2008 it was 22.27 per cent (see Figure 3).

In total, 18,378 unit grades changed following re-marking, with 15,745 increasing and 2,633 decreasing. This resulted in 12,963 qualification grade changes of which 12,606 moved up and 357 moved down (See Table 9). Although the number of enquiries has been increasing, the number of resulting grade changes as a proportion of enquiries received has been decreasing (see Table 8 on p.00 and Figure 8).

Figure 8: A level examined unit grade changes resulting from EARs, summer exam series, 2008–12



Average response time

(See Table 10)

The *GCSE, A level, Principal Learning and Project Code of Practice*⁴ sets out the maximum timescales by which awarding organisations should complete enquiries submitted by centres and report the outcome.

Awarding organisations have 20 calendar days to complete service 1 enquiries, 30 calendar days for service 2 (non-priority) and 40 calendar days for service 3. The deadline for priority service 2 is 18 calendar days and only applies to A level.

All completed enquiries about results have been processed within deadlines set in the *GCSE, A level, Principal Learning and Project Code of Practice*. Fifteen are still being processed, and although they have not yet been finalised, they are still currently within deadlines.

In the majority of cases enquiries were completed well within the maximum time allowed. The trend across awarding organisations is that the average time taken to complete enquiries is steadily decreasing over time. This reduction in the average completion time, and the difference in average completion times across the awarding organisations, is likely to be affected by the proportion of scripts that each awarding organisation scans and marks on-screen each year, compared with the proportion marked on hard copy. The volume of enquiries received, efficiency of systems and resourcing of the enquiries process will also be factors.

⁴ *GCSE, A level, Principal Learning and Project Code of Practice* (Ofqual, the Welsh Government and CCEA, 2011). www.ofqual.gov.uk/downloads/category/93-codes-of-practice?download=680%3Agcse-gce-principal-learning-and-project-code-of-practice-2011

Unit / subject information

(See Tables 11 and 12)

Centres can submit enquiries about results where they believe the initial marking of candidates' assessments may have been inaccurate.

Each year, particular subjects and exams receive a higher proportion of enquiries than the majority of subjects and units. For most units, requests for re-marking from centres are received for only a small proportion of the total candidates taking that unit. Very few units receive enquiries for more than 5 per cent of the candidates who took the unit.

Tables 11 and 12 list the five exams of each awarding organisation in summer 2012 that received the highest proportion of enquiries for service 2 and priority service 2. Exams for particular subject areas appear more frequently in this list than others, with English, modern foreign language and history exams appearing for almost all awarding organisations. Mathematics and science exams appear far less frequently due to them receiving a lower proportion of requests for re-marking of candidate scripts. This will be due, in part, to the differing nature of subjects, the type of assessment and the differing type of responses expected from candidates.

Tables

Table 1: Number of certifications for GCSE and A level, summer exam series, 2008–12

England, Wales & Northern Ireland								
	Year	AQA	Edexcel	OCR	CCEA	WJEC	ICAAE	Total
GCSE (certifications)	2008	2,951,100	1,365,500	1,224,000	163,700	564,000		6,268,200
	2009	2,800,900	1,372,100	1,313,500	168,900	581,800		6,237,100
	2010	2,708,000	1,383,700	1,256,400	175,200	602,200		6,125,600
	2011	2,537,600	1,439,200	1,059,400	149,400	622,500	16,200	5,824,400
	2012	2,484,400	1,580,300	1,053,700	141,100	677,200	1,900	5,938,500
GCE (certifications) ¹	2008	885,000	571,000	558,700	48,500	125,100		2,188,300
	2009	913,400	518,600	570,500	57,100	157,800		2,217,400
	2010	942,900	470,300	596,100	58,000	182,500		2,249,700
	2011	1,041,300	605,100	630,600	60,400	199,000		2,536,400
	2012	1,008,500	608,800	588,500	63,700	197,400		2,467,100
Total certifications	2008	3,836,100	1,936,500	1,782,600	212,200	689,100		8,456,500
	2009	3,714,300	1,890,600	1,884,000	226,000	739,700		8,454,600
	2010	3,650,900	1,854,000	1,852,500	233,200	784,600		8,375,200
	2011	3,578,900	2,044,400	1,690,000	209,800	821,600	16,200	8,360,800
	2012	3,492,900	2,189,100	1,642,200	204,800	874,600	1,900	8,405,500
GCSE (unit entry)	2008	2,973,800	2,442,900	2,737,800	72,200	169,000		8,395,800
	2009	2,826,800	1,700,900	2,494,000	88,800	167,500		7,278,000
	2010	2,948,800	2,166,200	2,544,900	108,600	229,100		7,997,600
	2011	5,062,300	3,522,600	3,129,600	228,500	908,600	16,300	12,868,000
	2012	6,817,200	3,617,800	2,938,200	335,900	1,942,400	1,900	15,653,400
GCE (unit entry) ¹	2008	2,684,700	1,874,100	1,697,700	138,800	391,100		6,786,300
	2009	2,348,300	1,473,400	1,546,900	150,100	409,200		5,927,900
	2010	2,103,600	1,231,800	1,429,000	134,700	412,400		5,311,600
	2011	2,095,200	1,488,900	1,399,400	139,700	424,600		5,547,800
	2012	2,063,700	1,519,800	1,333,500	145,100	423,200		5,485,400
Total unit entries	2008	5,658,400	4,317,000	4,435,500	211,000	560,100		15,182,100
	2009	5,175,000	3,174,300	4,040,900	238,900	576,600		13,205,800
	2010	5,052,400	3,398,100	3,973,900	243,300	641,500		13,309,200
	2011	7,157,500	5,011,500	4,529,000	368,200	1,333,300	16,300	18,415,800
	2012	8,880,900	5,137,600	4,271,600	481,000	2,365,600	1,900	21,138,800

Source: EPG exams monitoring data

Notes:

1. Data are supplied by awarding organisations.
2. All figures are rounded to the nearest hundred.
3. Figures have been rounded independently so may not sum to the total.
4. ICAAE offered GCSEs for the first time in 2011. In previous years specifications were delivered in conjunction with CCEA.

Table 2: Number of scripts marked during the summer exam series and percentage of marked scripts that received an enquiry, 2008–12

England, Wales & Northern Ireland									
Year	Number of scripts						Total	Enquiries	
	AQA	Edexcel	OCR	WJEC	CCEA	ICAAE		Total number of enquiries (Service 1, 2 & Priority Service 2)	% of scripts that received an enquiry
2008	7,300,482	3,836,345	4,217,159	1,317,327	523,449		17,194,762	156,930	0.91%
2009	6,800,493	3,778,240	3,829,081	1,335,063	492,576		16,235,453	164,874	1.02%
2010	6,411,172	3,619,804	3,660,339	1,423,949	538,131		15,653,395	169,449	1.08%
2011	6,089,628	3,661,614	3,238,906	1,610,075	444,771	19,858	15,064,852	201,487	1.34%
2012	5,719,303	3,661,462	2,939,135	1,573,038	467,825	898	14,361,661	275,808	1.92%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by awarding organisations.
2. 2008 includes A level, GCSE and overseas and coursework entries.
3. 2009 includes A level, GCSE, Principal Learning, and overseas entries.
4. 2010 includes A level, GCSE and overseas entries.
5. ICAAE offered GCSEs for the first time in 2011. In previous years specifications were delivered in conjunction with CCEA.

Table 3: Enquiries that resulted in a qualification grade change for the summer exam series by qualification, 2008–12

England, Wales & Northern Ireland

Number of qualification grade changes							% of certifications where qualification grade changed following enquiry
Year	Service 1	Service 2 non-priority	Service 2 priority	Service 3	Total		
GCSE	2008	86	15,825		5,929	21,840	0.35%
	2009	57	15,009		4,700	19,766	0.32%
	2010	71	20,040		4,109	24,220	0.40%
	2011	45	20,291		5,877	26,213	0.45%
	2012	37	25,117		6,356	31,510	0.53%
A level	2008	50	5,705	1,202	1,082	8,039	0.37%
	2009	58	6,160	1,449	1,470	9,137	0.41%
	2010	23	6,815	2,148	1,571	10,557	0.47%
	2011	14	8,232	2,692	1,306	12,244	0.48%
	2012	21	10,154	2,788	1,157	14,120	0.57%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by awarding organisations.

Table 4: Service 1 (clerical re-check) enquiries for the summer exam series, by qualification, 2008–12

England, Wales & Northern Ireland															
		GCSE (unit entry) ¹			GCSE (certifications)			A level (unit entry) ¹					A level (certifications)		
		Enquiries received at unit level	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)	Enquiries received at unit level	(% of total unit entry)	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to a unit grade	(% of enquiries resulting in a unit grade change)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)	
Year															
AQA	2008	427	427	100.0%	35	0.00%	229	0.01%	229	100.0%	14	6.11%	11	0.00%	
	2009	670	670	100.0%	51	0.00%	246	0.01%	246	100.0%	16	6.50%	19	0.00%	
	2010	596	596	100.0%	28	0.00%	175	0.01%	175	100.0%	12	6.86%	11	0.00%	
	2011	385	385	100.0%	28	0.00%	227	0.01%	227	100.0%	11	4.85%	5	0.00%	
	2012	425	425	100.0%	15	0.00%	167	0.01%	167	100.0%	8	4.79%	5	0.00%	
Edexcel	2008	171	171	100.0%	24	0.00%	204	0.01%	204	100.0%	4	1.96%	2	0.00%	
	2009	480	480	100.0%	0	0.00%	193	0.01%	193	100.0%	17	8.81%	14	0.00%	
	2010	424	424	100.0%	2	0.00%	102	0.01%	102	100.0%	3	2.94%	0	0.00%	
	2011	445	445	100.0%	1	0.00%	110	0.01%	110	100.0%	1	0.91%	0	0.00%	
	2012	368	368	100.0%	2	0.00%	146	0.01%	146	100.0%	1	0.68%	1	0.00%	
OCR	2008	349	349	100.0%	24	0.00%	543	0.03%	543	100.0%	66	12.15%	35	0.01%	
	2009	290	290	100.0%	3	0.00%	300	0.02%	300	100.0%	52	17.33%	25	0.00%	
	2010	341	341	100.0%	41	0.00%	273	0.02%	273	100.0%	21	7.69%	10	0.00%	
	2011	264	264	100.0%	9	0.00%	188	0.01%	188	100.0%	13	6.91%	9	0.00%	
	2012	363	363	100.0%	20	0.00%	296	0.02%	296	100.0%	14	4.73%	15	0.00%	
CCEA	2008	12	12	100.0%	0	0.00%	3	0.00%	3	100.0%	0	0.00%	0	0.00%	
	2009	7	7	100.0%	0	0.00%	1	0.00%	1	100.0%	0	0.00%	0	0.00%	
	2010	4	4	100.0%	0	0.00%	1	0.00%	0	0.0%	0	0.00%	1	0.00%	
	2011	5	5	100.0%	2	0.00%	6	0.00%	6	100.0%	0	0.00%	0	0.00%	
	2012	22	22	100.0%	0	0.00%	4	0.00%	4	100.0%	0	0.00%	0	0.00%	
WJEC	2008	202	202	100.0%	3	0.00%	25	0.01%	25	100.0%	2	8.00%	2	0.00%	
	2009	147	147	100.0%	3	0.00%	42	0.01%	42	100.0%	0	0.00%	0	0.00%	
	2010	121	121	100.0%	0	0.00%	33	0.01%	33	100.0%	1	3.03%	1	0.00%	
	2011	241	241	100.0%	3	0.00%	26	0.01%	26	100.0%	1	3.85%	0	0.00%	
	2012	349	349	100.0%	0	0.00%	33	0.01%	33	100.0%	0	0.00%	0	0.00%	
ICAAE	2008														
	2009														
	2010														
	2011	2	2	100.0%	2	0.01%									
2012	0	0		0											
Total	2008	1,161	1,161	100.0%	86	0.00%	1,004	0.01%	1,004	100.0%	86	8.57%	50	0.00%	
	2009	1,594	1,594	100.0%	57	0.00%	782	0.01%	782	100.0%	85	10.87%	58	0.00%	
	2010	1,486	1,486	100.0%	71	0.00%	584	0.01%	583	99.8%	37	6.34%	23	0.00%	
	2011	1,342	1,342	100.0%	45	0.00%	557	0.01%	557	100.0%	26	4.67%	14	0.00%	
	2012	1,527	1,527	100.0%	37	0.00%	646	0.01%	646	100.0%	23	3.56%	21	0.00%	

Notes:

1. Data are supplied by awarding organisations
2. ICAAE offered GCSEs for the first time in 2011. In previous years specifications were delivered in conjunction with CCEA.

Source: EPG exams monitoring data

Table 5: Service 2 (non-priority re-mark) enquiries for the summer exam series, by qualification, 2008–12

England, Wales & Northern Ireland														
		GCSE (unit entry) ¹			GCSE (certifications)			A level (unit entry) ¹			A level (certifications)			
Year	Enquiries received	Enquiries completed within deadline ⁴	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)	Enquiries received at unit level	(% of total unit entry)	Enquiries completed within deadline ⁴	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to a unit grade	% of enquiries resulting in a unit grade change	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)	
AQA	2008	41,323	41,323	100.0%	7,229	0.24%	22,342	0.83%	22,342	100.0%	6,467	28.95%	2,863	0.32%
	2009	44,351	44,351	100.0%	7,330	0.26%	20,084	0.86%	20,084	100.0%	4,897	24.38%	2,506	0.27%
	2010	45,098	45,098	100.0%	8,915	0.33%	21,067	1.00%	21,067	100.0%	5,820	27.63%	3,468	0.37%
	2011	57,334	57,334	100.0%	10,003	0.39%	23,138	1.10%	23,138	100.0%	6,085	26.30%	4,156	0.40%
	2012	81,183	81,183	100.0%	12,873	0.52%	29,223	1.42%	29,223	100.0%	8,015	27.43%	5,447	0.54%
Edexcel	2008	17,743	17,743	100.0%	3,872	0.28%	15,636	0.83%	15,636	100.0%	3,528	22.56%	1,574	0.28%
	2009	22,599	22,599	100.0%	4,888	0.36%	15,018	1.02%	15,018	100.0%	3,343	22.26%	1,688	0.33%
	2010	24,862	24,862	100.0%	5,110	0.37%	12,265	1.00%	12,265	100.0%	2,346	19.13%	1,281	0.27%
	2011	30,900	30,900	100.0%	5,600	0.39%	13,697	0.92%	13,697	100.0%	2,453	17.91%	1,582	0.26%
	2012	45,007	45,005	100.0%	5,543	0.35%	16,491	1.09%	16,486	100.0%	2,416	14.65%	1,657	0.27%
OCR	2008	18,638	18,638	100.0%	3,079	0.25%	14,572	0.86%	14,572	100.0%	2,297	15.76%	897	0.16%
	2009	19,267	19,267	100.0%	1,241	0.09%	13,701	0.89%	13,701	100.0%	2,393	17.47%	1,260	0.22%
	2010	20,033	20,033	100.0%	3,959	0.32%	13,011	0.91%	13,011	100.0%	2,053	15.78%	1,378	0.23%
	2011	19,886	19,886	100.0%	2,755	0.26%	14,909	1.07%	14,909	100.0%	2,543	17.06%	1,641	0.26%
	2012	28,673	28,673	100.0%	3,845	0.36%	16,297	1.22%	16,297	100.0%	2,573	15.79%	1,927	0.33%
CCEA	2008	4,131	4,112	99.5%	880	0.54%	1,744	1.26%	1,723	98.8%	277	15.88%	178	0.37%
	2009	3,669	3,669	100.0%	634	0.38%	1,935	1.29%	1,935	100.0%	331	17.11%	291	0.51%
	2010	4,751	4,751	100.0%	871	0.50%	2,155	1.60%	2,155	100.0%	288	13.36%	268	0.46%
	2011	4,843	4,843	100.0%	578	0.39%	2,407	1.72%	2,407	100.0%	358	14.87%	365	0.60%
	2012	5,186	5,186	100.0%	837	0.59%	2,964	2.04%	2,964	100.0%	539	18.18%	454	0.71%
WJEC	2008	4,146	4,143	99.9%	765	0.14%	1,492	0.38%	1,492	100.0%	406	27.21%	193	0.15%
	2009	4,931	4,931	100.0%	916	0.16%	2,786	0.68%	2,786	100.0%	814	29.22%	415	0.26%
	2010	6,322	6,322	100.0%	1,185	0.20%	3,147	0.76%	3,147	100.0%	717	22.78%	420	0.23%
	2011	10,037	10,037	100.0%	1,289	0.21%	3,300	0.78%	3,300	100.0%	734	22.24%	488	0.25%
	2012	23,787	23,787	100.0%	2,019	0.30%	4,177	0.99%	4,177	100.0%	999	23.92%	669	0.34%
ICAAE	2008													
	2009													
	2010													
	2011	168	168	100.0%	66	0.41%								
2012	2	2	100.0%	0	0.00%									
Total	2008	85,981	85,959	100.0%	15,825	0.25%	55,786	0.82%	55,765	100.0%	12,975	23.26%	5,705	0.26%
	2009	94,817	94,817	100.0%	15,009	0.24%	53,524	0.90%	53,524	100.0%	11,778	22.01%	6,160	0.28%
	2010	101,066	101,066	100.0%	20,040	0.33%	51,645	0.97%	51,645	100.0%	11,224	21.73%	6,815	0.30%
	2011	123,168	123,168	100.0%	20,291	0.35%	57,451	1.04%	57,451	100.0%	12,173	21.19%	8,232	0.32%
	2012	183,838	183,836	100.0%	25,117	0.42%	69,152	1.26%	69,147	100.0%	14,542	21.03%	10,154	0.41%

Notes:

1. In 2008 the deadline for this service was reduced from 35 calendar days to 30 calendar days.
2. Data are supplied by awarding organisations.
3. ICAAE offered GCSEs for the first time in 2011. In previous years specifications were delivered in conjunction with CCEA.
4. For all awarding organisations, the incomplete enquiries for service 2 are still being processed, but are currently within deadlines.

Source: EPG exams monitoring data

Table 6: Service 2 (priority re-mark) enquiries for the summer exam series, by qualification, 2008–12

England, Wales & Northern Ireland									
	A level (unit entry) ¹					A level (certifications)			
	Year	Enquiries received at unit level	(% of total unit entry)	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to a unit grade	% of enquiries resulting in a unit grade change	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)
AQA	2008	4,225	0.16%	4,225	100.0%	997	23.60%	500	0.06%
	2009	4,824	0.21%	4,824	100.0%	991	20.54%	554	0.06%
	2010	5,996	0.29%	5,996	100.0%	1,481	24.70%	1,063	0.11%
	2011	7,954	0.38%	7,954	100.0%	1,937	24.35%	1,432	0.14%
	2012	8,798	0.43%	8,798	100.0%	2,154	24.48%	1,504	0.15%
Edexcel	2008	4,265	0.23%	4,265	100.0%	822	19.27%	423	0.07%
	2009	4,532	0.31%	4,532	100.0%	774	17.08%	435	0.08%
	2010	3,564	0.29%	3,564	100.0%	711	19.95%	510	0.11%
	2011	4,720	0.32%	4,720	100.0%	705	14.94%	467	0.08%
	2012	4,963	0.33%	4,963	100.0%	698	14.06%	503	0.08%
OCR	2008	3,685	0.22%	3,685	100.0%	541	14.68%	189	0.03%
	2009	3,894	0.25%	3,887	99.8%	618	15.87%	332	0.06%
	2010	3,899	0.27%	3,899	100.0%	501	12.85%	408	0.07%
	2011	4,554	0.33%	4,554	100.0%	659	14.47%	564	0.09%
	2012	4,995	0.37%	4,995	100.0%	638	12.77%	515	0.09%
CCEA	2008	535	0.39%	519	97.0%	66	12.34%	55	0.11%
	2009	606	0.40%	606	100.0%	96	15.84%	72	0.13%
	2010	714	0.53%	714	100.0%	93	13.03%	71	0.12%
	2011	908	0.65%	908	100.0%	102	11.23%	98	0.16%
	2012	992	0.68%	992	100.0%	130	13.10%	123	0.19%
WJEC	2008	288	0.07%	288	100.0%	57	19.79%	35	0.03%
	2009	301	0.07%	301	100.0%	67	22.26%	56	0.04%
	2010	495	0.12%	495	100.0%	109	22.02%	96	0.05%
	2011	833	0.20%	833	100.0%	163	19.57%	131	0.07%
	2012	897	0.21%	897	100.0%	193	21.52%	143	0.07%
Total	2008	12,998	0.19%	12,982	99.9%	2,483	19.10%	1,202	0.05%
	2009	14,157	0.24%	14,150	100.0%	2,546	17.98%	1,449	0.07%
	2010	14,668	0.28%	14,668	100.0%	2,895	19.74%	2,148	0.10%
	2011	18,969	0.34%	18,969	100.0%	3,566	18.80%	2,692	0.11%
	2012	20,645	0.38%	20,645	100.0%	3,813	18.47%	2,788	0.11%

Notes:

1. Data are supplied by awarding organisations.
2. ICAAE do not offer A levels.

Table 7: Service 3 (re-moderation of internal assessment) centre enquiries for the summer exam series, by qualification, 2008–12

England, Wales & Northern Ireland												
GCSE (certifications)					A level (unit entry) ¹				A level (certifications)			
	Year	Enquiries received ¹	Enquiries completed within deadline ⁴	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)	Enquiries received at unit level ¹	(% of total unit entry)	Enquiries completed within deadline	(% of enquiries received completed within deadline)	Enquiries that resulted in a change to an overall qualification grade	(% of total certifications where qualification grade changed)
AQA	2008	658	658	100.0%	3,051	0.10%	631	0.02%	631	100.0%	720	0.08%
	2009	588	588	100.0%	2,828	0.10%	586	0.02%	586	100.0%	823	0.09%
	2010	479	478	99.8%	2,441	0.09%	431	0.02%	431	100.0%	986	0.10%
	2011	788	785	99.6%	3,369	0.13%	361	0.02%	360	99.7%	541	0.05%
	2012	815	813	99.8%	3,450	0.14%	374	0.02%	374	100.0%	285	0.03%
Edexcel	2008	386	386	100.0%	1,725	0.13%	355	0.02%	355	100.0%	258	0.05%
	2009	284	284	100.0%	1,134	0.08%	455	0.03%	454	99.8%	297	0.06%
	2010	313	313	100.0%	1,073	0.08%	382	0.03%	382	100.0%	381	0.08%
	2011	669	663	99.1%	1,956	0.14%	563	0.04%	563	100.0%	531	0.09%
	2012	704	703	99.9%	1,712	0.11%	416	0.03%	416	100.0%	404	0.07%
OCR	2008	320	320	100.0%	1,048	0.09%	219	0.01%	219	100.0%	84	0.02%
	2009	321	321	100.0%	593	0.05%	270	0.02%	270	100.0%	344	0.06%
	2010	281	281	100.0%	589	0.05%	347	0.02%	347	100.0%	168	0.03%
	2011	313	313	100.0%	550	0.05%	340	0.02%	340	100.0%	198	0.03%
	2012	415	410	98.8%	1,163	0.11%	416	0.03%	416	100.0%	449	0.08%
CCEA	2008	7	7	100.0%	4	0.00%	14	0.01%	14	100.0%	4	0.01%
	2009	6	6	100.0%	78	0.05%	2	0.00%	2	100.0%	0	0.00%
	2010	8	8	100.0%	0	0.00%	4	0.00%	4	100.0%	1	0.00%
	2011	9	9	100.0%	1	0.00%	1	0.00%	1	100.0%	1	0.00%
	2012	15	15	100.0%	0	0.00%	6	0.00%	6	100.0%	0	0.00%
WJEC	2008	26	26	100.0%	101	0.02%	22	0.01%	20	90.9%	16	0.01%
	2009	27	27	100.0%	67	0.01%	36	0.01%	36	100.0%	6	0.00%
	2010	8	8	100.0%	11	0.00%	27	0.01%	27	100.0%	35	0.02%
	2011	6	6	100.0%	0	0.00%	37	0.01%	37	100.0%	35	0.02%
	2012	42	42	100.0%	31	0.00%	35	0.01%	35	100.0%	19	0.01%
ICAAE	2008											
	2009											
	2010											
	2011	1	1	100.0%	1	0.01%						
	2012	0	0		0	0.00%						
Total	2008	1,397	1,397	100.0%	5,929	0.09%	1,241	0.02%	1,239	99.8%	1,082	0.05%
	2009	1,226	1,226	100.0%	4,700	0.08%	1,349	0.02%	1,348	99.9%	1,470	0.07%
	2010	1,089	1,088	99.9%	4,109	0.07%	1,191	0.02%	1,191	100.0%	1,571	0.07%
	2011	1,786	1,777	99.5%	5,877	0.10%	1,302	0.02%	1,301	99.9%	1,306	0.05%
	2012	1,991	1,983	99.6%	6,356	0.11%	1,247	0.02%	1,247	100.0%	1,157	0.05%

Notes:

1. An enquiry is made by a centre and covers more than one candidate's internal assessment work.
2. Data are supplied by awarding organisations.
3. ICAAE offered GCSEs for the first time in 2011. In previous years specifications were delivered in conjunction with CCEA.
4. For all awarding organisations, the incomplete enquiries for service 3 are still being processed, but are currently within deadlines.

Source: EPG exams monitoring data

Table 8: A level enquiries received, resulting unit grade changes and percentage of enquiries resulting in a unit grade change

England, Wales & Northern Ireland												
A level Enquiries received	Service 1		Service 2	Priority Service 2	Total	A level Unit Grade changes	Service 1		Service 2	Priority Service 2	Total	% of enquiries resulting in a unit grade change
	Year						Year					
AQA	2008	229	22,342	4,225	26,796	2008	14	6,467	997		7,478	27.91%
	2009	246	20,084	4,824	25,154	2009	16	4,897	991		5,904	23.47%
	2010	175	21,067	5,996	27,238	2010	12	5,820	1,481		7,313	26.85%
	2011	227	23,138	7,954	31,319	2011	11	6,085	1,937		8,033	25.65%
	2012	167	29,223	8,798	38,188	2012	8	8,015	2,154		10,177	26.65%
Edexcel	2008	204	15,636	4,265	20,105	2008	4	3,528	822		4,354	21.66%
	2009	193	15,018	4,532	19,743	2009	17	3,343	774		4,134	20.94%
	2010	102	12,265	3,564	15,931	2010	3	2,346	711		3,060	19.21%
	2011	110	13,697	4,720	18,527	2011	1	2,456	705		3,162	17.07%
	2012	146	16,491	4,963	21,600	2012	1	2,416	698		3,115	14.42%
OCR	2008	543	14,572	3,685	18,800	2008	66	2,297	541		2,904	15.45%
	2009	300	13,701	3,894	17,895	2009	52	2,393	618		3,063	17.12%
	2010	273	13,011	3,899	17,183	2010	21	2,053	501		2,575	14.99%
	2011	188	14,909	4,554	19,651	2011	13	2,543	659		3,215	16.36%
	2012	296	16,297	4,995	21,588	2012	14	2,573	638		3,225	14.94%
CCEA	2008	3	1,744	535	2,282	2008	0	277	66		343	15.03%
	2009	1	1,935	606	2,542	2009	0	331	96		427	16.80%
	2010	1	2,155	714	2,870	2010	0	288	93		381	13.28%
	2011	6	2,407	908	3,321	2011	0	358	102		460	13.85%
	2012	4	2,964	992	3,960	2012	0	539	130		669	16.89%
WJEC	2008	25	1,492	288	1,805	2008	2	406	57		465	25.76%
	2009	42	2,786	301	3,129	2009	0	814	67		881	28.16%
	2010	33	3,147	495	3,675	2010	1	717	109		827	22.50%
	2011	26	3,300	833	4,159	2011	1	734	163		898	21.59%
	2012	33	4,177	897	5,107	2012	0	999	193		1,192	23.34%
Total	2008	1,004	55,786	12,998	69,788	2008	86	12,975	2,483		15,544	22.27%
	2009	782	53,524	14,157	68,463	2009	85	11,778	2,546		14,409	21.05%
	2010	584	51,645	14,668	66,897	2010	37	11,224	2,895		14,156	21.16%
	2011	557	57,451	18,969	76,977	2011	26	12,176	3,566		15,768	20.48%
	2012	646	69,152	20,645	90,443	2012	23	14,542	3,813		18,378	20.32%

Source: EPG exams monitoring data

Notes:

1. Service 3 figures are not included as these data are reported at centre level.
2. Data are supplied by awarding organisations.

Table 9: Enquiries received, resulting unit and qualification grade changes and percentage of enquiries that resulted in a unit change, 2008–12

England, Wales & Northern Ireland																
Enquiries received					Unit Grade Changes						Total unit grade changes		Total qualification grade changes			
Year	Service 1	Service 2	Priority Service 2	Totals	Service 1		Service 2		Priority Service 2		Totals	% of enquires resulting in unit grade change	Resulting <i>qualification</i> grade changes for Service 1, 2 & Priority Service 2			
					up	down	up	down	up	down			up	down	Total	
A level	2008	1,004	55,786	12,998	69,788	85	1	11,463	1,512	2,055	428	15,544	22.27%	6,829	128	6,957
	2009	782	53,524	14,157	68,463	84	1	10,257	1,521	2,134	412	14,409	21.05%	7,469	198	7,667
	2010	584	51,645	14,668	66,897	37	0	9,822	1,402	2,458	437	14,156	21.16%	8,787	199	8,986
	2011	557	57,451	18,969	76,977	24	2	10,555	1,621	3,013	553	15,768	20.48%	10,674	264	10,938
	2012	646	69,152	20,645	90,443	23	0	12,565	1,977	3,157	656	18,378	20.32%	12,606	357	12,963

Source: EPG exams monitoring data

Notes:

1. Service 3 is not included, as this is reported at centre level, not candidate level.

Table 10: Average response time for completing enquiries, summer exams series, 2009–12

England, Wales & Northern Ireland

	Year	Service 1		Service 2		Priority	Service 3	
		CoP deadline 20 calendar days		CoP deadline 30 calendar days		Service 2	CoP deadline 40 calendar	
		GCSE	A level	GCSE	A level	A level	GCSE	A level
AQA	2009	5.00	2.80	5.11	8.33	6.87	7.89	8.24
	2010	3.40	2.30	4.73	6.68	4.49	8.14	9.15
	2011	2.31	2.14	4.83	6.30	3.88	9.00	7.87
	2012	4.15	3.25	8.00	8.54	5.09	10.97	9.10
Edexcel	2009	1.60	1.80	5.40	7.00	2.10	15.40	16.60
	2010	2.20	1.90	4.20	4.70	2.50	13.30	12.40
	2011	0.50	0.70	4.30	5.00	2.70	12.00	10.70
	2012	0.60	1.30	4.70	4.50	2.90	10.50	9.70
OCR	2009	5.00	3.00	16.00	13.50	7.80	24.00	25.00
	2010	3.10	2.70	12.00	9.80	4.08	24.00	23.00
	2011	5.59	4.38	7.93	7.72	4.02	27.46	26.28
	2012	4.78	4.38	12.02	11.24	4.93	31.36	29.24
CCEA	2009	7.14	6.70	16.74	14.85	9.22	15.00	10.00
	2010	11.00	24.00	24.22	21.28	8.50	18.00	22.00
	2011	3.80	4.50	17.12	14.80	6.09	23.33	10.00
	2012	1.70	2.50	14.42	12.96	6.76	18.60	16.00
WJEC	2009	5.00	4.00	18.00	20.00	10.00	32.00	29.00
	2010	2.00	4.00	16.00	15.00	7.00	29.00	23.00
	2011	4.15	2.81	17.78	11.03	6.00	22.50	22.22
	2012	5.71	0.73	21.00	14.03	8.03	16.52	26.37
ICAAE	2011	7.00	N/A	12.00	N/A	N/A	12.00	N/A
	2012	-	N/A	4.00	N/A	N/A	-	N/A

Source: EPG exams monitoring data

Notes:

1. ICAAE offered GCSEs for the first time in 2011. In previous years specifications were delivered in conjunction with CCEA.
2. Data are supplied by awarding organisations.
3. '-' Indicates there were no enquiries.
4. One day is based on a 24-hour period.

Table 11: Examined units with highest proportion of enquiries about results for service 2, summer exams series 2012

England, Wales & Northern Ireland									
Service 2 for GCSE summer 2012					Service 2 for A level summer 2012				
	Unit/subject description	No. of enquiries	No. of Entries	% of total entries	Unit/subject description	No. of enquiries	No. of Entries	% of total entries	
AQA	GCSE English/English Language Unit 1F	12,611	160,128	7.88%	GCE Music (Unit 2B)	97	1,116	8.69%	
	GCSE Classical Civilisation Unit 3 Tier H	108	1,451	7.44%	GCE English Literature B (Unit 1)	1,725	24,579	7.02%	
	GCSE English/English Language Unit 1H	13,876	197,845	7.01%	GCE English Literature A (Unit 1C)	452	6,465	6.99%	
	GCSE Classical Civilisation Unit 2 Tier H	105	1,553	6.76%	GCE English Literature A (Unit 1A)	241	3,833	6.29%	
	GCSE Drama Unit 1	1,392	25,302	5.50%	GCE History of Art (unit 1)	101	1,617	6.25%	
Edexcel	GCSE English (2H)	501	7,164	6.99%	GCE Music (2)	577	4,935	11.69%	
	GCSE Business Studies & Economics (5)	264	3,993	6.61%	GCE Music Tech 1	341	4,946	6.89%	
	GCSE Physical Education (Theory)	2,935	54,278	5.41%	GCE Music Tech 3	184	3,032	6.07%	
	GCSE English (2F)	852	16,534	5.15%	GCE Drama & Theatre Studies (2)	761	12,655	6.01%	
	GCSE English Language (2F)	453	10,674	4.24%	GCE Religious Studies (2)	308	6,853	4.49%	
OCR	GCSE German (Writing)	357	4,501	7.93%	GCE Classics (Latin Verse & Prose)	146	2,004	7.29%	
	GCSE English (Information & Ideas)	2,740	42,740	6.41%	GCE History (British History)	527	8,786	6.00%	
	GCSE Latin (Latin Verse Literature)	496	8,583	5.78%	GCE History (European & World History)	500	8,987	5.56%	
	GCSE Latin (Latin Prose Literature)	481	8,572	5.61%	GCE Classics (Latin Prose)	73	1,404	5.20%	
	GCSE Classic Civilisation (Epic & Myth)	146	3,212	4.55%	GCE Design & Technology (Advanced Innovation Challenge)	154	2,968	5.19%	
CCEA	GCSE Drama	65	1,139	5.71%	GCE English Literature (Unit 2)	309	2,700	11.44%	
	GCSE Science (Double Award)	149	2,707	5.50%	GCE Business Studies (Unit 2)	63	1,332	4.73%	
	GCSE English Literature (Unit 2)	374	7,394	5.06%	GCE History (Unit 1)	121	2,667	4.54%	
	GCSE English Language (Unit 2)	736	15,293	4.81%	GCE History (Unit 2)	124	2,780	4.46%	
	GCSE Physical Education	87	1,978	4.40%	GCE Chemistry (Unit 2)	94	2,233	4.21%	
WJEC	GCSE English/English Language (Unit 2 F)	3,524	69,349	5.08%	GCE English Literature	525	9,829	5.34%	
	GCSE English/English Language (Unit 1 H)	3,879	79,869	4.86%	GCE French (FN4)	98	2,360	4.15%	
	GCSE English/English Language (Unit 2 H)	3,931	82,328	4.77%	GCE Spanish (Oral)	67	1,741	3.85%	
	GCSE English/English Language (Unit 1 F)	3,118	66,863	4.66%	GCE Economics (Theory & Policy)	59	1,539	3.83%	
	GCSE German (Writing)	201	5,399	3.72%	GCE Religious Studies (RS1/2 Philosophy of Religion)	70	1,869	3.75%	

Source: EPG exams monitoring data

Notes:

1. Data shown, are for units that had entries of a thousand or more.

Table 12: Examined units with highest proportion of enquiries about results for priority service 2, summer exams series 2012

England, Wales & Northern Ireland				
Priority Service 2 for A level summer 2012				
	Unit/subject description	No. of enquiries	No. of Entries	% of total enquiries
AQA	GCE English Literature B (3)	564	14,977	3.77%
	GCE Economics (Unit 4)	269	8,130	3.31%
	GCE Spanish (Unit 3)	113	3,584	3.15%
	GCE Classic Civilisation (4C)	46	1,549	2.97%
	GCE Classic Civilisation (3C)	46	1,561	2.95%
Edexcel	GCE Spanish (Written Response & Research)	75	2,584	2.90%
	GCE French (Written Response & Research)	85	2,949	2.88%
	Government & Politics (4)	40	1,433	2.79%
	Government & Politics (3)	71	2,718	2.61%
	Physical Education (3)	46	1,844	2.49%
OCR	GCE Classics (Latin Prose)	55	1,404	3.92%
	GCE Classics (Latin Verse)	49	1,399	3.50%
	GCE History (Historical Themes)	313	10,695	2.93%
	GCE Economics (Global Economy)	163	5,783	2.82%
	GCE Geography (Global Issues)	86	3,254	2.64%
CCEA	GCE Chemistry (A2 Unit 2)	32	1,137	2.81%
	GCE English Literature (Unit 1)	34	1,424	2.39%
	GCE ICT (Unit 1)	31	1,335	2.32%
	GCE History (A2 Unit 2)	55	2,389	2.30%
	GCE Geography (A2 Unit 2)	39	1,750	2.23%
WJEC	GCE French (Listen/Read/Writeing)	47	2,360	1.99%
	GCE Chemistry (Analysing/Molecules)	22	1,137	1.93%
	GCE Chemistry (Physical & Inorganic)	26	1,811	1.44%
	GCE Spanish (Listen/Read/Writing)	18	1,261	1.43%
	GCE English Literature	79	6,411	1.23%

Source: EPG exams monitoring data

Notes:

1. Data shown, are for units that had entries of a thousand or more.

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