

Statistical Release

Enquiries about Results for GCSE and A level: Summer 2013 Exam Series

Introduction.....	1
Key statistics	2
Certifications and entries	3
Number of enquiries	5
Qualification grade changes ...	7
Services.....	11
Average response time.....	16
Unit / subject information	17
Background notes.....	18
Glossary of terms	21
Your feedback	21
Appendix	22

Key points

This release provides information on the number of enquiries about results made for GCSE and A level in England, Wales and Northern Ireland, during the summer 2013 exam series. It also provides data on the number of resulting qualification grade changes and the average time taken to complete an enquiry.

The key findings for this release are as follows.

- There were a total of 304,400 enquiries across the three service types
- The proportion of GCSE and A level exam papers receiving an enquiry has increased from 1.9 per cent in summer 2012 to 2.3 per cent in summer 2013.
- For GCSE, there were 36,950 qualification grade changes following enquiries, representing 0.6 per cent of all GCSE certifications, up from 0.5 last year.
- At A level, there were 17,400 qualification grade changes following enquiries, representing 0.7 per cent of all A level certifications, up from 0.6 last year.
- One in six GCSE qualification results involved in enquiries resulted in a qualification grade change.
- One in five A level qualification results involved in enquiries resulted in a qualification grade change.

Published:

11th December 2013

Updated: 20th December 2013

Nick Catlow
Policy Lead

Alison Fisher
Head of Statistics

024 7671 6809

statistics@ofqual.gov.uk

Introduction

This statistical release, published on behalf of the qualifications regulators for England, Wales and Northern Ireland, presents data on enquiries about results made to exam boards for the summer 2013 GCSE and A level exam series.

If a school or college is concerned about the accuracy of a candidate's result, it can ask the exam board to investigate the marking. This is known as an enquiry about result. Further information on the enquiries about results process and the different services available can be found in background notes on page 16.

Six exam boards offer GCSE and A level qualifications in England, Wales and Northern Ireland:

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

If a school or college has gone through the enquiries about results process and is still dissatisfied with the outcome, it can make an appeal to the exam board. A report presenting the data on appeals for the summer 2013 exam series will be published in March 2014.

Your feedback is valued and further information on how to provide this is given in the 'Your feedback' section.

Note that the figures within this commentary have been rounded to the nearest 50.

Tables are in the appendix at the back of this release.

Key statistics

Following the release of results from summer 2013, there were 304,400 enquiries about results across the three service types, including priority service 2. This compares with 279,050 in 2012 and represents a 9 per cent increase. (See page 18 for an explanation of the services).

Enquiries about results were received for the following services:

	GCSE enquiries	A level enquiries
Service 1 (clerical re-check)	1,250	700
Service 2 (non-priority re-mark)	193,100	84,100
Service 2 (priority re-mark)	n/a	22,100
Service 3 (internal assessment re-moderation)	1,850	1,250
Total number of enquiries	196,200	108,200

Note: Figures above have been rounded to the nearest 50.

This is in the context of over 19.6 million unit entries for exams and internal assessments in summer 2013, a 7 per cent decrease compared with summer 2012.

There were just over 329,900 qualification results challenged in 2013. This is a 13 per cent increase on 2012 (291,100 results challenged). Of these, 275,550 results were unchanged. This has also increased by 13 per cent in comparison to summer 2012 and is in line with the growth of the total results challenged.

The overall total qualification grade changes, resulting from all three services in summer 2013, was 54,400 (0.6 per cent of all certifications), an 18 per cent increase compared with summer 2012.

The proportion of candidates' qualification results involved in enquiries that result in a qualification grade change has remained fairly consistent over the last five years. In 2013, 16.5 per cent of grades resulted in a change, up slightly on last year when it was 15.9 per cent. In 2009, the proportion was 16.2 per cent (see Table 5).

All but four of the enquiries received have been completed. The incomplete enquiries are still being processed, and, at the time data was reported, they were within deadline.

Certifications and entries

In the summer 2013 exam series, more than 2.4 million AS and A level certifications¹ were made. More than 6 million GCSE certifications were made in England, Wales and Northern Ireland during the summer 2013 series². The number of GCSE and A level certifications has remained fairly constant over the last five years (see Figure 1).

There were 14.1 million GCSE entries a decrease of 9.7 per cent from 2012. These are made up of unit entries for qualifications with a modular structure - where students sit a number of separate exams over time. They also include component entries for qualifications with a linear structure - where candidates sit all of their exams at the end of their course.

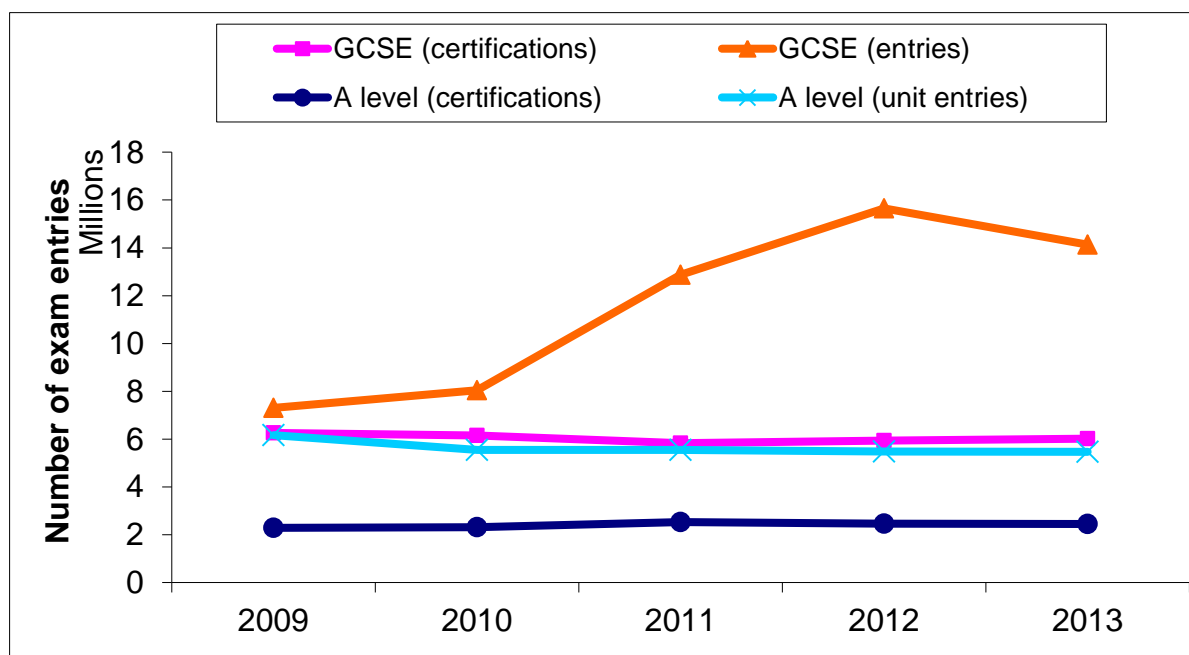
The recent return to linear assessments for GCSEs in England could have contributed to this decrease. Candidates certificating in summer 2014 are no longer able to take units early, which will have contributed to the decrease in summer 2013 entries.

There were 5.5 million A level unit entries in summer 2013. The number of A level unit entries has remained fairly constant over the last five years, with a decrease of just 0.2 per cent when compared with last year (see Table 1 and Figure 1).

¹ A certification is a formal acknowledgement of a candidate's achievement.

² These figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Figure 1: Total entries for GCSE and A level, summer exam series, 2009–13



Notes:

1. GCSE Entries are made up of unitised and component entries, depending on whether the specification is unitised or linear.

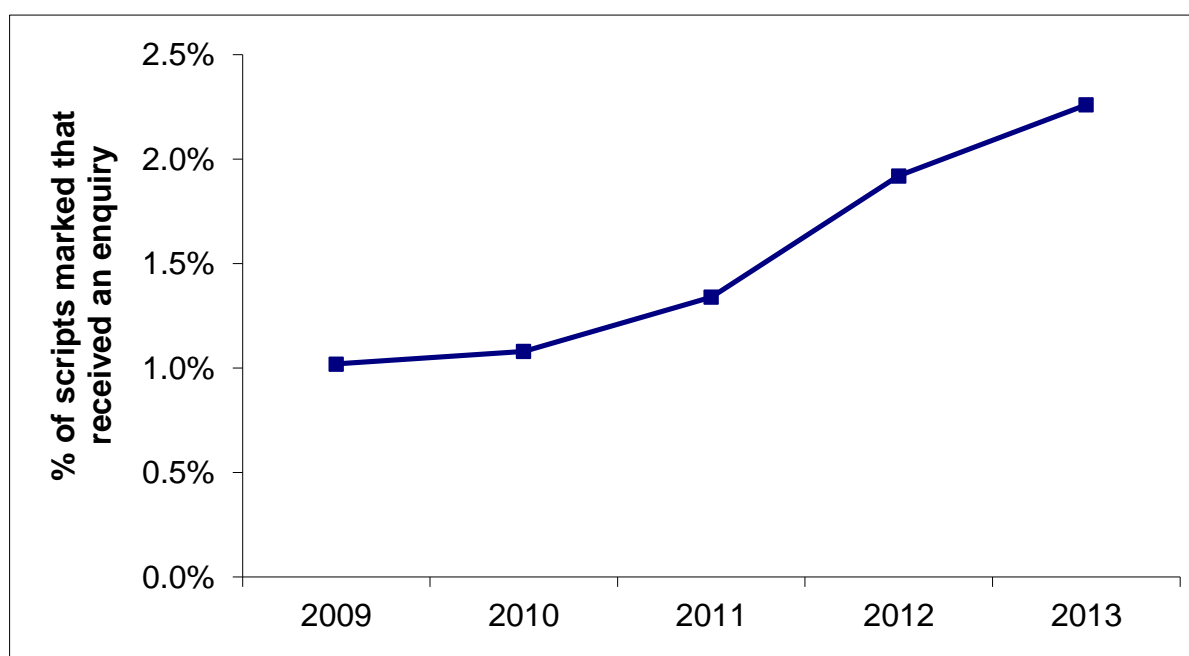
The 2009–13 period has seen some substantial revision to the structure of GCSE and A level qualifications, with a move from six to four units in many A level subjects. The majority of GCSEs changed from linear, recorded as one entry per qualification, to a unitised structure where GCSEs are made up of a number of units and each unit is classed as an entry. As more GCSEs became unitised, the number of entries increased. This year, GCSE entries decreased (see Figure 1). These changes will have had an impact on the number of enquiries about results received and are a factor in changes seen from one year to the next.

Number of enquiries

In the summer 2013 exam series, 13.3 million GCSE and A level papers were marked; 301,250 enquiries were made for a service 1 re-check or a service 2 re-mark. This represented 2.3 per cent of papers, an increase from 1.9 per cent in 2012 and 1 per cent in 2009, and continued the trend of a steady increase over the last five years (see Table 2 and Figure 2).

Although the number of papers has decreased over the last five years, the number of service 1 and 2 enquiries and the proportion of papers receiving an enquiry has continually increased (see Table 2).

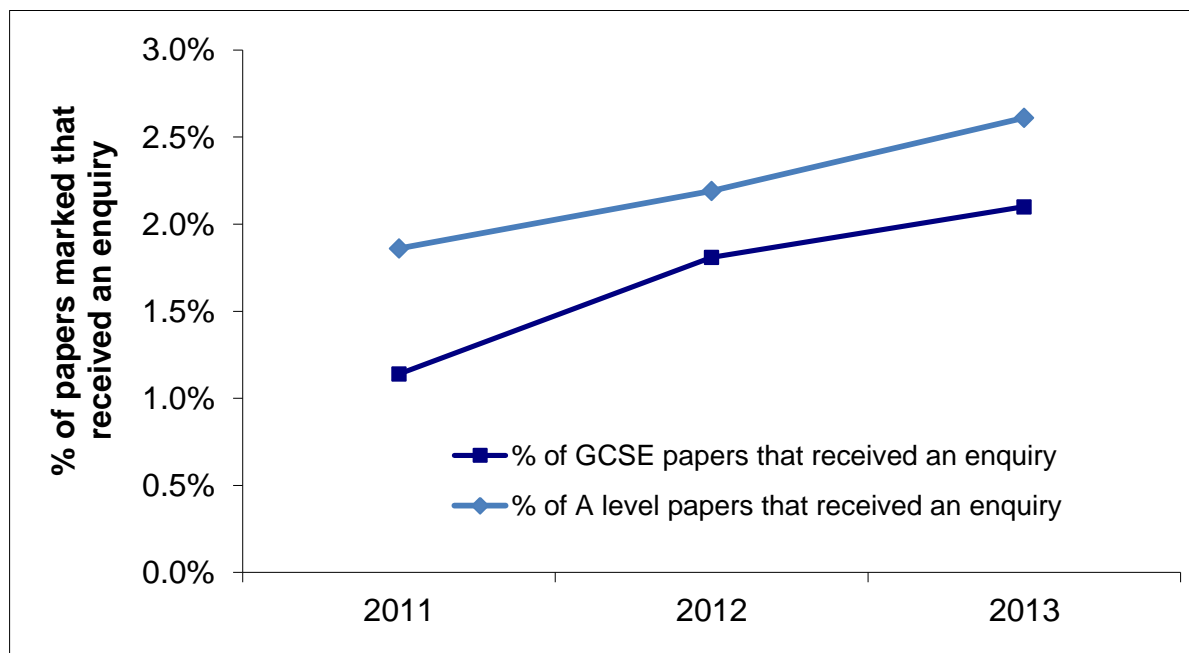
Figure 2: Percentage of GCSE and GCE papers marked that received an enquiry, summer exam series, 2009–13



Breaking this data down further and separating GCSE and A level shows the percentage of GCSE papers receiving an enquiry has increased over the last three years, from 1 per cent in 2011, to 2 per cent in 2013.

There was an increase in the proportion of GCSE papers that received enquiries in summer 2012, when compared with summer 2011. The concerns about GCSE English in 2012 contributed to the increase in the proportion of papers that received an enquiry last year. This rate of increase has slowed in summer 2013 (see Table 3 and Figure 3).

Figure 3: Percentage of GCSE and GCE papers marked that received an enquiry, summer exam series, 2011–13



The proportion of A level papers that received an enquiry increased from 1.9 per cent in 2011, to 2.6 per cent this year.

A level papers compared to GCSE papers receive a higher proportion of enquiries from schools and colleges each year. However, GCSE has seen a 1 percentage point increase during the period shown, whilst A level has had a slower rate of increase, with a 0.8 percentage point increase.

The increase in the proportion of papers receiving an enquiry at both GCSE and A level may look as though confidence in the accuracy of marking is falling. However, there are other factors that lead to an enquiry being submitted, such as the pressure to achieve a grade C at GCSE or secure a university place at A level. In addition, there may be greater awareness of the enquiries about results process. It should be noted that less than 3 per cent of papers are subject to an enquiry.

Qualification grade changes

(see Tables 4 and 5)

In total there were 329,900 qualification results involved in the enquiries about results in 2013, up from 291,100 in summer 2012. These results relate to 234,050 GCSE results and 95,850 A levels.

There are three possible outcomes when an enquiry about results is made:

- The original mark is deemed appropriate resulting in no mark adjustment.
- A mark adjustment is made (up or down), but there is no change to the overall qualification grade.
- A mark adjustment is made (up or down), which in turn, results in a change to the qualification grade.

For both GCSE and A level, over the last five years, there has been a steady increase in the percentage of enquiries that result in qualification grade changes. However, it should be noted that grade changes for both GCSE and A level amount to less than 1 per cent of all certifications for both qualifications.

For GCSE, 234,050 qualification results related to enquiries across all three services. Of these, there were 36,950 qualification grade changes (36,800 grades went up, 200 went down). These grade changes represent 0.6 per cent of all GCSE certificates and one in six (15.9 per cent) results subject to an enquiry (see Figures 4, 5 and 5a). These are both slightly higher than last year. In summer 2012, the grade changes relating to an enquiry represented 0.5 per cent of all GCSE certificates and 15.4 per cent of all results involved in an enquiry (see Figures 4, 5 and 5a).

At A level, there were 95,850 qualification results that related to enquiries across all three services for summer 2013 and of these 17,400 resulted in a grade change (17,000 grades went up, 400 went down). These grade changes represent 0.7 per cent of all A level certifications and one in five (18.2 per cent) results subject to an enquiry. These are both an increase on last year. In summer 2012, the grade changes relating to an enquiry represented 0.6 per cent of all A level certificates and one in 6 (17.1 per cent) results involved in an enquiry. For A levels, there has been a steady increase over the last five years (see Figures 4, 5 and 5a).

Figure 4: Qualification grade changes resulting from an enquiry as a percentage of total certifications, summer exam series, 2009–13

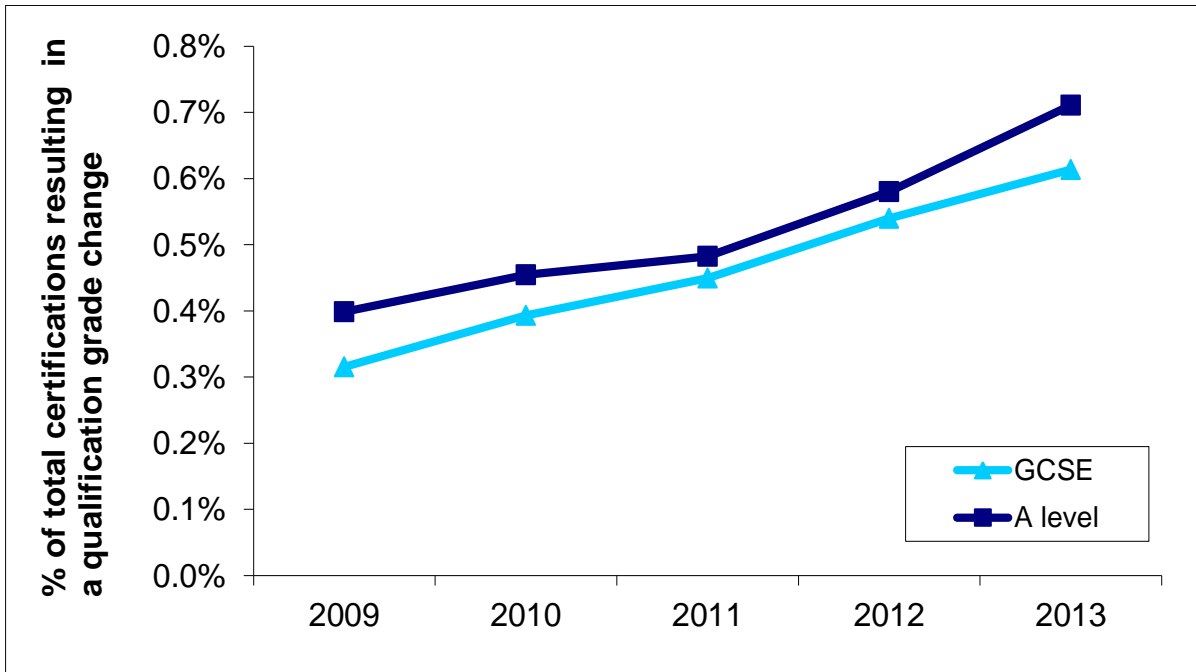


Figure 5: Percentage of GCSE and A level qualification results involved in enquiries that had a qualification change, summer exam series, 2009–13

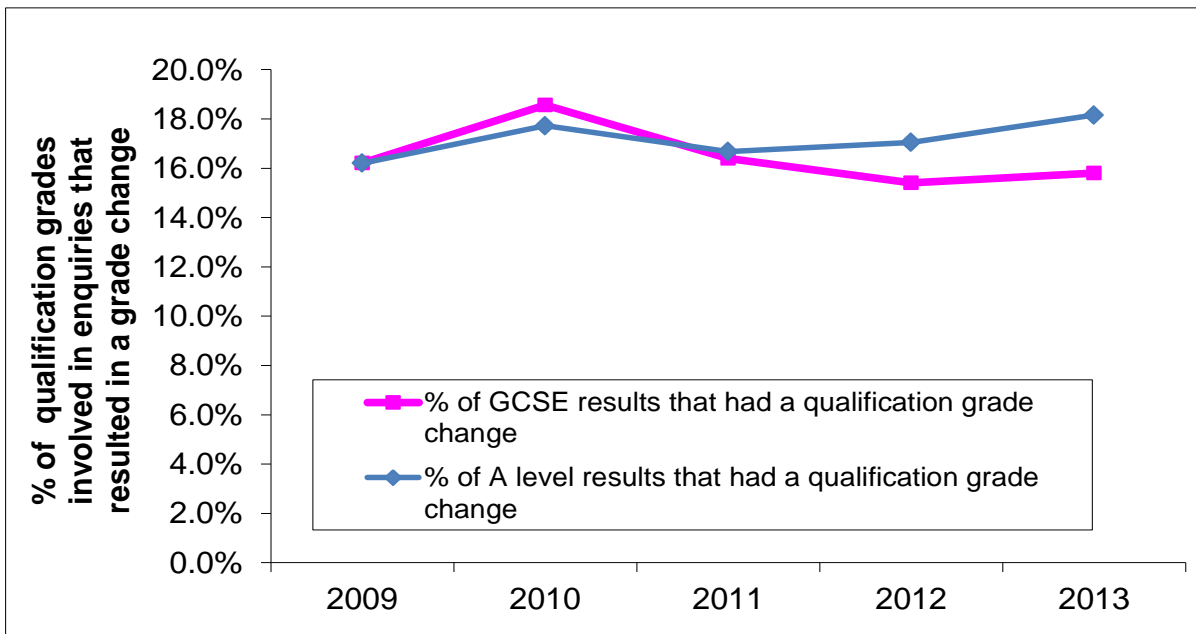


Figure 5a: The Ratio of qualification results involved in enquiries that result in a qualification grade change, 2009–13

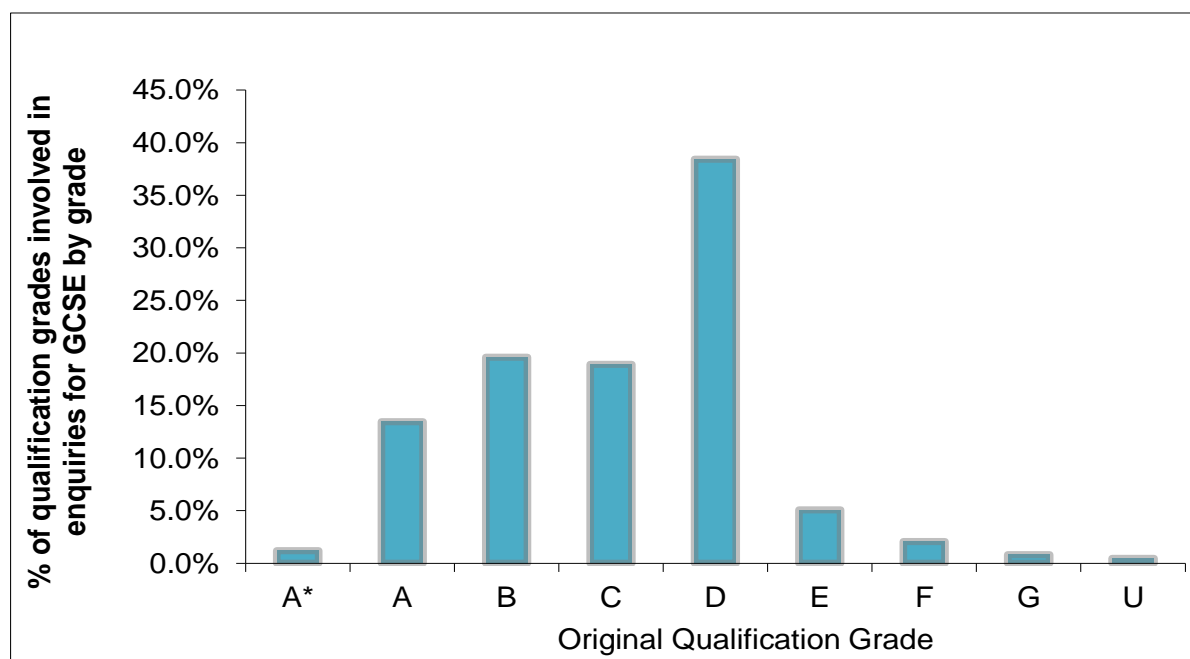
Year	GCSE	A level
2009	6.2	6.2
2010	5.4	5.6
2011	6.1	6.0
2012	6.5	5.9
2013	6.3	5.5

Note: These numbers should be interpreted as one in x qualifications i.e. for GCSE 2009, one in 6.2 qualifications involved in enquiries resulted in a grade change

Grades subject to an enquiry

In summer 2013, GCSE enquiries were most common for candidates whose original qualification grade was D. There were 87,900 results involved in enquiries at this grade; representing 38 per cent of all GCSE grades involved in enquiries³ (see Table 6 and Figure 6).

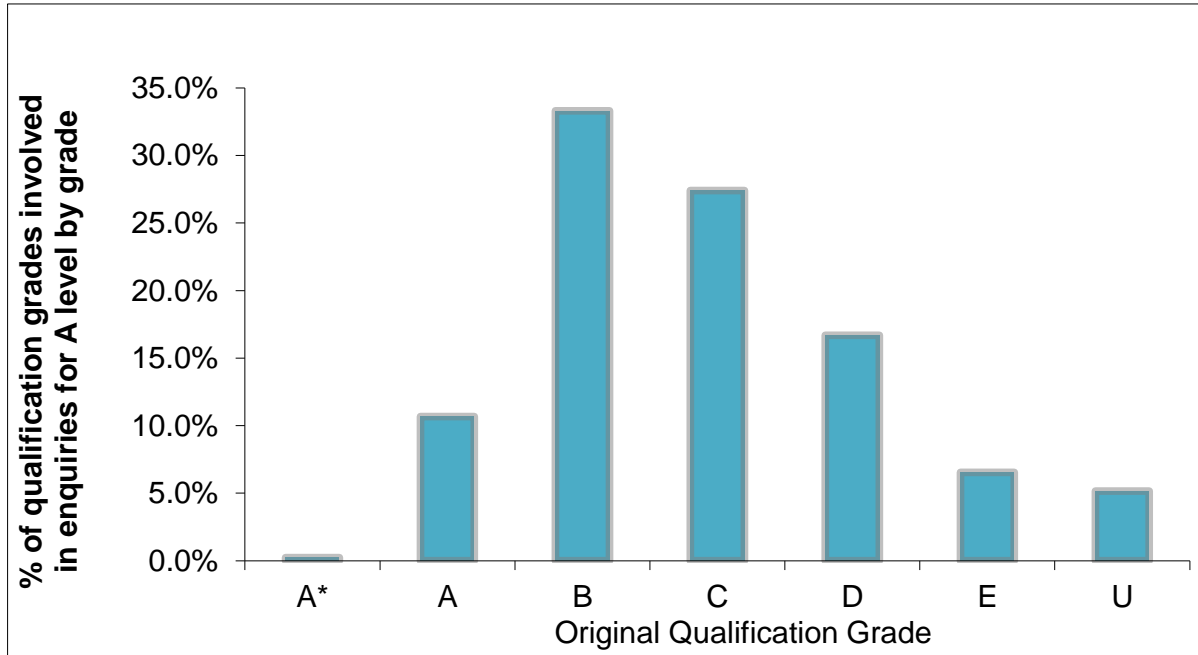
Figure 6: Percentage of qualification grades involved in enquiries for GCSE, summer exam series 2013



³ Figures on page 8 and 9 are based on single awards only. Data in table 6, in the appendix, show single and double awards.

A level enquiries were most common for candidates whose original grade was B. There were 31,550 results involved in enquiries at this grade, representing 33 per cent of all A level grades involved in enquiries (see Table 6 and Figure 7).

Figure 7: Percentage of qualification grades involved in enquiries for A level, summer exam series 2013



Services

Service 1: clerical re-check

(See Tables 5 and 7 and Figure 8)

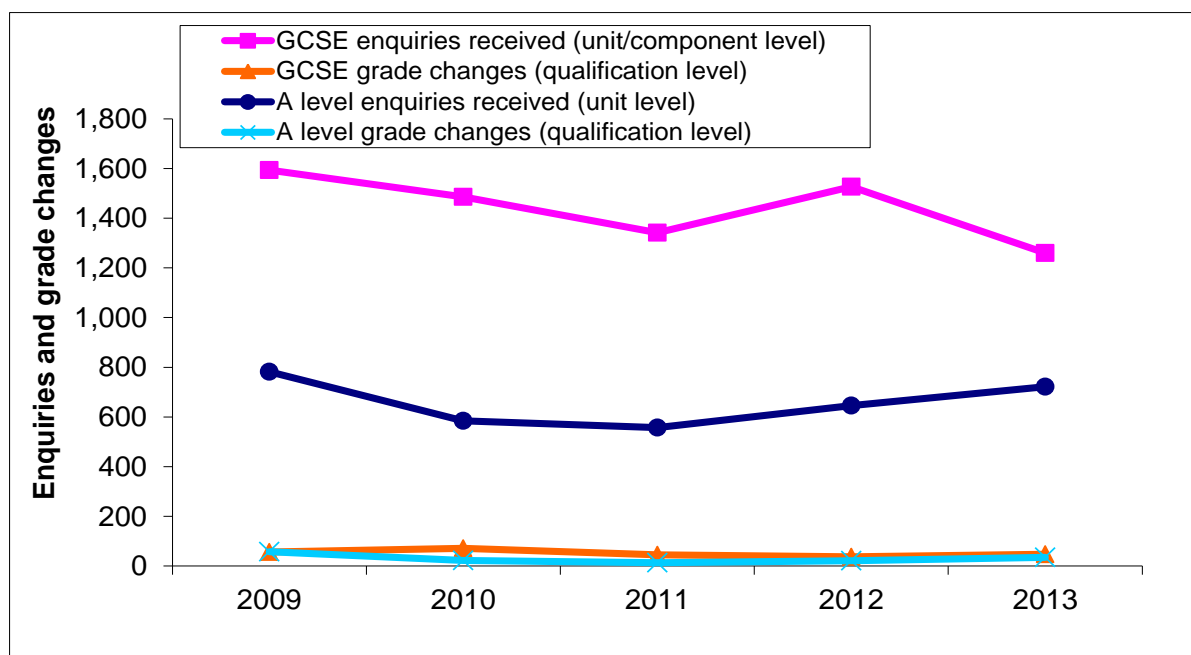
For GCSE results there were 1,250 enquiries, a decrease of 17 per cent from the previous year. All these enquiries were completed within the deadline. Over the last five years, the number of service 1 enquiries received by exam boards for GCSE has seen a downward trend, with the exception of last year.

These enquiries relate to 950 qualification results (as enquiries are made for each individual unit or component of a qualification), of which 50 resulted in a change to the overall qualification grade, representing 4.9 per cent. This is compared with 4.7 per cent in summer 2012. The proportion of grade changes has remained fairly constant over the last five years (see Table 5). The 50 grade changes represent 0.001 per cent of all GCSE qualification certifications.

For A level results, there were 700 enquiries, an increase of 12 per cent from the previous year. All these enquiries were completed within the deadline. The number of A level enquiries received has been increasing over the last two years, but is still down on 2009, when there were 800.

These enquiries relate to 500 qualification results, of which 50 resulted in a change to the overall qualification grade, representing 6.8 per cent. This is compared with 4.5 per cent in summer 2012. However, it is down significantly on 2009, when it was 11.2 per cent (see Table 5). The 50 grade changes represent 0.001 per cent of all A level qualification certifications.

Figure 8: Service 1 enquiries, summer exam series, 2008–13



Service 2: non-priority re-mark

(See Tables 5 and 8 and Figure 9)

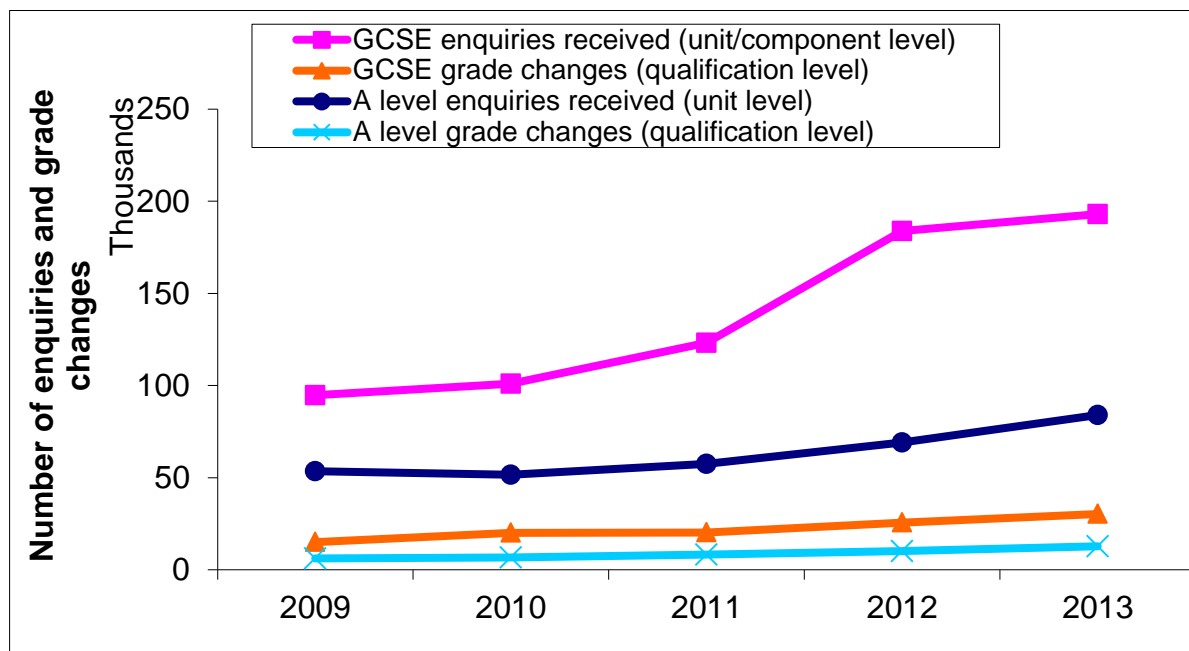
For GCSE results there were 193,100 enquiries, an increase of 5 per cent from the previous year. This is in the context of a 9.6 per cent decrease in the number of entries made for GCSE. All completed enquiries have been processed within the deadline. Two are still being processed, but are currently within deadlines.

These enquiries relate to 154,150 qualification results, of which 30,350 resulted in a change to the overall qualification grade, representing 19.7 per cent. This is compared with 18.6 per cent in summer 2012. The proportion has remained fairly constant over the last five years, In 2009 it was 19 per cent (see Table 5). The 30,350 grade changes represent 0.5 per cent of all GCSE qualification certifications.

For A level results, there were 84,100 enquiries, an increase of 22 per cent from the previous year. Unit entries remained fairly consistent for A level, with a 0.3 per cent decrease. All completed enquiries have been processed within the deadline. Two are still being processed, but are currently within deadlines.

These enquiries relate to 63,050 qualification results, of which 12,800 resulted in a change to the overall qualification grade, representing 20.3 per cent. This is compared with 19.5 per cent last year (see Table 5). The 12,800 grade changes represent 0.5 per cent of all A level qualification certifications.

Figure 9: Service 2 non-priority re-mark enquiries, summer exam series, 2009–13



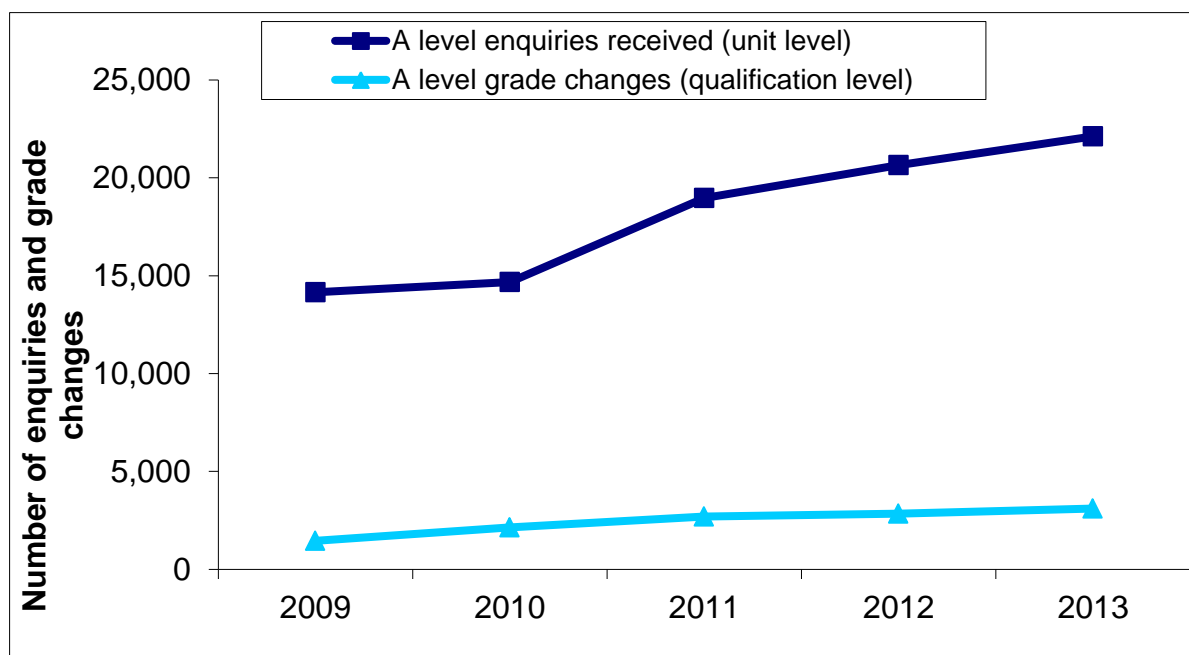
Service 2: priority re-mark (A level)

(See Tables 5 and 9 and Figure 10)

For A level results there were 22,100 priority enquiries, an increase of 7 per cent from the previous year. All these enquiries were completed within the deadline. As Figure 6 illustrates, there has been a year-on-year increase in the number of priority enquiries received by exam boards.

These enquiries relate to 16,150 qualification results, of which 3,100 resulted in a change to the overall qualification grade, representing 19.2 per cent. This is compared with 18.03 per cent in summer 2012. The proportion has remained reasonably constant over the last five years. In 2009, it was at its lowest point at 16.3 per cent, but in 2010 and 2011 it was 22.5 per cent and 19.6 per cent respectively (see Table 5). The 3,100 grade changes represent 0.1 per cent of all A level qualification certifications.

Figure 10: Priority service 2 re-mark enquiries, summer exam series, 2009–13



Service 3: re-moderation of internal assessment

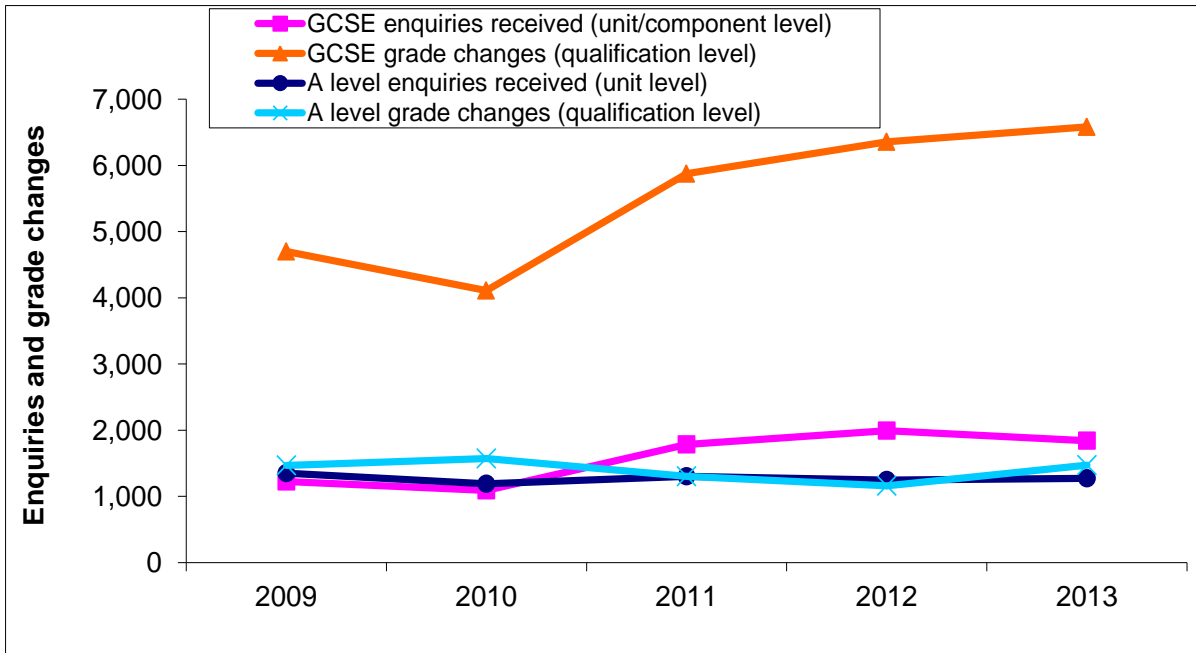
(See Tables 5 and 10 and Figure 11)

These enquiries each apply to a number of candidates within a school or college, not individual candidates, as exam boards moderate a sample of candidates' work to check the schools'/colleges' marking (samples consist of several candidates' work). This service is only available as a re-moderation of the work from the original sample of candidates. 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 1,850 enquiries, a decrease of 7 per cent from the previous year. All enquiries were processed within the deadline. These enquiries relate to 78,950 qualification results, of which 6,600 resulted in a change to the overall qualification grade, representing 8.3 per cent. This is compared with 9.2 per cent in summer 2012. There has been a downward trend over the last five years. In 2009, the proportion was 11.3 per cent. The 6,600 grade changes represent 0.1 per cent of all GCSE qualification certifications.

For A level results, there were 1,250 enquiries, an increase of 2 per cent from the previous year. All of these enquiries were completed within the deadline. These enquiries relate to 16,150 qualification results, of which 1,450 resulted in a change to the overall qualification grade, representing 9.1 per cent. This is compared with 7.9 per cent in summer 2012. In 2009, the proportion was 10.7 per cent (see Table 5). The 1,450 grade changes represent 0.1 per cent of all A level qualification certifications.

Figure 11: Service 3 enquiries for summer exam series, 2009–13



Average response time

(See Tables 11 and 12)

The *GCSE, A level, Principal Learning and Project Code of Practice*⁴ sets out the maximum timescales by which exam boards should complete enquiries submitted by schools and colleges and report the outcome. The deadlines for completing enquiries are based on when the exam board receives the enquiry from a school or college.

Exam boards 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, for candidates whose university place is dependent on the outcome.

All completed enquiries about results have been processed within deadlines set in the *GCSE, A level, Principal Learning and Project Code of Practice*. Four 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. For GCSE, the average time taken to complete service 1 enquiries is down on last year, from 3.8 days in 2012, to 3 days in 2013. For service 2 there has been a slight increase in time taken, from 9.7 days in 2012 to 9.8 days this year. Service 3 has improved slightly from 15.2 days in 2012 to 14.5 days in 2013.

For A level, service 1 is up slightly from 3.2 days in 2012 to 3.23 days in 2013. Service 2 is also up, from 8.7 days last year to 9.8 days this year. Priority service 2 took, on average, 4.7 days to complete in 2013, compared with 4.8 last year. Service 3 has improved from 16.5 days in 2012 to 14.3 days in 2013.

The difference in average completion times across the exam boards is likely to be affected by the proportion of papers that each exam board 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%3Aqcse-gce-principal-learning-and-project-code-of-practice-2011

Unit / subject information

(See Tables 13, 14 and 15)

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

Each year, schools and colleges submit more enquiries in particular subjects and exams. For most units, requests for re-marking from schools and colleges are 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 13, 14 and 15 list the five exams of each exam board in summer 2013 that received the highest proportion of enquiries for service 2 and priority service 2.⁵ Figures from last year are also shown for comparison.

Exams for particular subject areas appear more frequently in this list than others, with English, modern foreign language and drama exams appearing for almost all exam boards at GCSE. Physical education units for two of the exam boards have the highest proportion of enquiries to entries. At A level, subject areas are very similar to GCSE, but music and history also appear in the list of five units with the highest proportion of enquiries. 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.

The proportion of entries requesting enquiries for GCSE English and English Language has reduced slightly on last year for most exam boards, but is still in the list of top five units for all but one.

⁵ Based on units/components that had entries of a thousand or more.

Background notes

The enquiries about results process

Every year, the GCSE and A level exam boards publish information and guidance for schools and colleges on making use of the post-results service for the relevant exam series. Section 9 of the *GCSE, GCE, Principal Learning and Project Code of Practice*⁶ requires exam boards to have procedures for enquiries about results and details the services that must be made available and the deadlines for completion.

Candidates receive the results of their summer exams in August. If a school or college is concerned about the marking of a candidate's exam paper (or the moderation of a sample of coursework or controlled assessment), it can ask the exam board to investigate the marking with the candidate's consent. Candidates cannot ask exam boards to investigate; they must ask through their school or college. This is because the school or college has responsibility for entering candidates for exams. In addition, fees are charged if qualification grades are not changed following an enquiry, or for a review of moderation, if the original marks are reinstated. Private candidates are an exception, and they can ask the exam boards directly.

If the investigation shows marking or processing errors have been made and the candidate's result is incorrect, the exam board will adjust the mark to the correct level. In some cases, this may affect the overall qualification grade, which will then also be adjusted. Grades can be adjusted downwards as well as upwards.⁷

Each exam board offers three post-results services for reviewing and checking exam papers and internal assessment. These are common to all exam boards, 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 the sample of candidates' work used in the initial moderation.

Service 1: clerical re-check for an individual candidate

⁶ www.ofqual.gov.uk/downloads/category/93-codes-of-practice?download=680%3Agcse-gce-principal-learning-and-project-code-of-practice-2011

⁷ Grades have been adjusted downwards since 2001, for service 1 and service 2. Grades can only be confirmed or raised at service 3.

The exam board 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 exam boards must notify schools and colleges about the outcomes of enquiries about results for service 1 is 20 calendar days from the date of receipt.

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 exam board also does a full clerical re-check (service 1).

Service 2 has two priority levels:

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

The deadline by which exam boards 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.

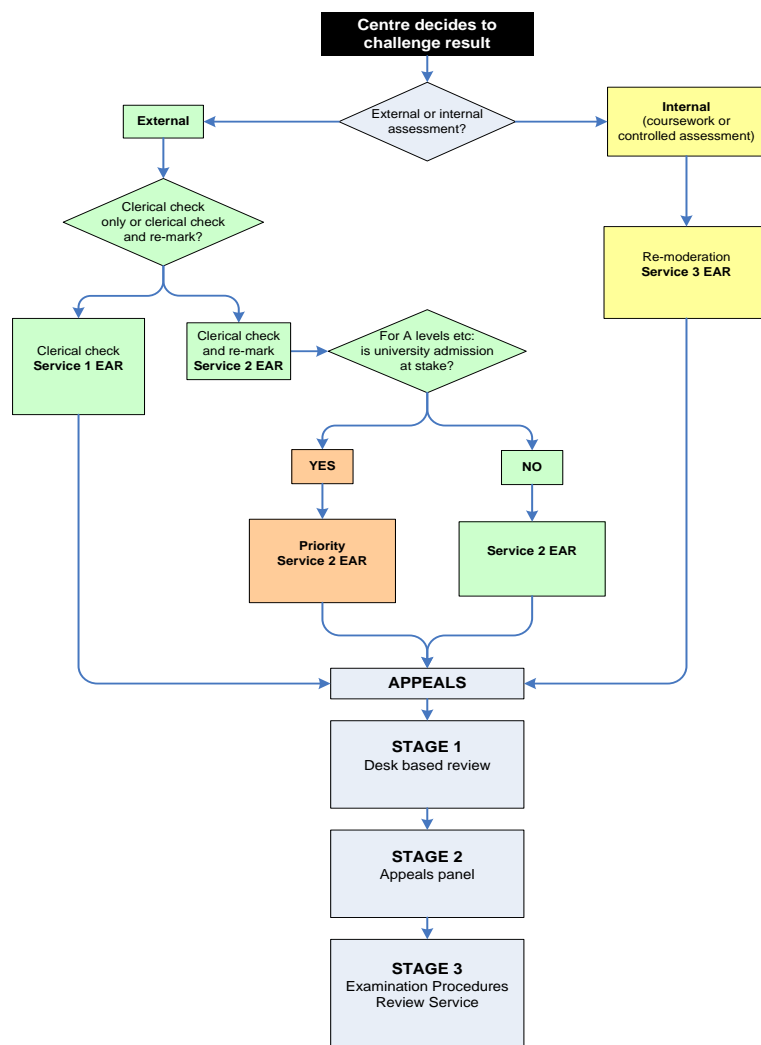
The exam board re-moderates a school's or college's internal assessment marks and provides feedback on their assessment of the candidates' work. This service must be requested by 20th September. The deadline by which exam boards must notify schools and colleges about the outcomes of enquiries about results for service 3 is 40 calendar days from the date of receipt. Where a review of moderation reveals inaccuracies, qualification grades already awarded can only be confirmed or raised.

If a school or college has gone through the enquiries about results process and is still dissatisfied with the outcome, it can make an appeal to the exam board. There are

two stages in the appeals process with the exam boards, with a final stage available with the Examination Procedures Review Service.⁸

The enquires about results and appeals process is shown in the diagram below.

Enquires about results and appeals process



Notes:

1. Cases for Service 3 and appeals will relate to more than one student
2. At any point in the process, if an exam board considers that there is a trend of under-marking in a cohort for a particular unit or component, it will conduct an extended review

Data source

Exam boards submit data to us for GCSEs and A levels they have awarded in England, Wales and Northern Ireland.

⁸ www.ofqual.gov.uk/complaints-and-appeals/exam-results-appeals

Rounding

Figures in the commentary are rounded to the nearest 50.

Glossary of terms

A level

Available as advanced level (A level) and advanced subsidiary (AS) qualifications. They are the qualifications that the majority of students use to gain entry to university. They are generally sat by 17- to 18-year-olds in schools and colleges, but are open to anyone who wishes to gain a qualification.

Certificate/certification

A formal acknowledgement of a student's achievement.

GCSE

General Certificates of Secondary Education are the main school-leaving qualification in England, Wales and Northern Ireland. They are available in a range of subjects and can be studied alongside other qualifications. They are generally sat by 15- to 18-year-olds in schools and colleges, but are open to anyone who wishes to gain a qualification.

Your feedback

If you use our statistical releases we would like to hear from you.

Users of these statistics

We are running a rolling series of online surveys to make sure that each of our statistical releases meets your requirements.

We would especially like to invite you to take part. It will take about 10 minutes to complete. Your responses will remain entirely confidential in any reports published about the survey.

If you would like to take part, have any questions, would prefer a paper or large type copy please contact us at statistics@ofqual.gov.uk .

Appendix

Table 1	Number of certifications for GCSE and A level, summer exam series, 2009–13
Table 2	Number of papers marked during the summer exam series, and percentage of marked papers that received an enquiry, 2009–13
Table 3	Total number of GCSE and A level papers marked during the summer exam series, and percentage of papers that received an enquiry, 2011–2013
Table 4	Enquiries that resulted in a qualification grade change for the summer exam series by qualification, 2009–13
Table 5	A level and GCSE qualification grade changes, and proportion of grades challenged that resulted in a grade change, 2009–13
Table 6	Qualification grades challenged through enquiries about results, summer examinations series 2013
Table 7	Service 1 (clerical re-check) enquiries for the summer exam series, by qualification, 2009–13
Table 8	Service 2 (non-priority re-mark) enquiries for the summer exam series, by qualification, 2009–13
Table 9	Service 2 (priority re-mark) enquiries for the summer exam series, by qualification, 2009–13
Table 10	Service 3 (re-moderation of internal assessment) enquiries for the summer exam series, by qualification, 2009–13
Table 11	Average resolution time in days for completing GCSE enquiries, summer exam series, 2009–2013
Table 12	Average resolution time in days for completing A level enquiries, summer exam series, 2009–2013
Table 13	GCSE examined units with highest proportion of enquiries for service 2, summer exam series 2012–13
Table 14	A level examined units with highest proportion of enquiries for service 2, summer exam series 2012–13
Table 15	A level units with highest proportion of enquiries for priority service 2, summer exam series 2012–13

Table 1: Number of certifications for GCSE and A level, summer exam series, 2009–13

England, Wales & Northern Ireland

	Year	AQA	Pearson	OCR	CCEA	WJEC	ICAAE	Total
GCSE (certifications)	2009	2,800,900	1,402,800	1,313,500	169,000	581,800		6,267,900
	2010	2,708,000	1,418,900	1,256,400	165,800	602,200		6,151,300
	2011	2,537,600	1,443,000	1,059,400	149,300	622,500	16,200	5,828,000
	2012	2,484,400	1,583,500	1,053,700	141,000	677,200	1,900	5,941,700
	2013	2,529,300	1,711,800	950,000	143,700	685,800	800	6,021,500
GCE (certifications) ¹	2009	913,400	592,100	570,500	55,600	157,800		2,289,500
	2010	942,900	543,900	596,100	58,100	182,500		2,323,400
	2011	1,041,300	605,900	630,600	60,300	199,000		2,537,100
	2012	1,008,500	609,700	588,500	63,700	197,400		2,467,900
	2013	1,008,300	611,100	569,100	64,300	197,000		2,449,900
Total certifications	2009	3,714,300	1,994,900	1,884,000	224,600	739,700		8,557,400
	2010	3,650,900	1,962,800	1,852,500	223,900	784,600		8,474,600
	2011	3,578,900	2,048,800	1,690,000	209,600	821,600	16,200	8,365,100
	2012	3,492,900	2,193,300	1,642,200	204,700	874,600	1,900	8,409,600
	2013	3,537,600	2,322,900	1,519,100	208,000	882,900	800	8,471,300
GCSE (entry)	2009	2,826,800	1,734,600	2,494,000	84,100	167,500		7,307,000
	2010	2,948,800	2,210,800	2,544,900	108,600	229,100		8,042,200
	2011	5,062,300	3,522,900	3,129,600	228,100	908,600	16,300	12,867,900
	2012	6,817,200	3,617,900	2,938,200	335,500	1,942,400	1,900	15,653,200
	2013	6,532,300	2,816,500	2,433,700	410,300	1,943,400	800	14,137,000
GCE (unit entry) ¹	2009	2,348,300	1,714,100	1,546,900	143,500	409,200		6,161,800
	2010	2,103,600	1,469,100	1,429,000	134,500	412,400		5,548,700
	2011	2,095,200	1,489,000	1,399,400	139,500	424,600		5,547,700
	2012	2,063,700	1,520,000	1,333,500	144,700	423,200		5,485,000
	2013	2,072,700	1,516,000	1,311,500	147,100	424,400	0	5,471,700
Total unit entries	2009	5,175,000	3,448,700	4,040,900	227,600	576,600		13,468,800
	2010	5,052,400	3,679,900	3,973,900	243,100	641,500		13,590,900
	2011	7,157,500	5,012,000	4,529,000	367,600	1,333,300	16,300	18,415,700
	2012	8,880,900	5,137,900	4,271,600	480,200	2,365,600	1,900	21,138,200
	2013	8,605,000	4,332,600	3,745,200	557,400	2,367,800	800	19,608,800

Source: EPG exams monitoring data

Notes:

1. Data are supplied by awarding organisations.
2. All figures are rounded to the nearest hundred. Figures have been rounded independently so may not sum to the total.
3. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
4. ICAAE offered GCSEs for the first time in 2011. In previous years, specifications were delivered in conjunction with CCEA.

Table 2: Number of papers marked during the summer exam series, and percentage of marked papers that received an enquiry, 2009–13

England, Wales & Northern Ireland								Enquiries	
Number of scripts								Total number of enquiries (Service 1, 2 & Priority Service 2)	% of scripts that received an enquiry
Year	AQA	Pearson	OCR	WJEC	CCEA	ICAAE	Total		
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%
2013	5,433,228	3,435,229	2,529,587	1,513,666	422,811	253	13,334,774	301,267	2.26%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by awarding organisations.
2. 2009 includes A level, GCSE, Principal Learning, and overseas entries.
3. 2010 includes A level, GCSE, and overseas entries.
4. ICAAE offered GCSEs for the first time in 2011. In previous years, specifications were delivered in conjunction with CCEA.
5. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Table 3: Total number of GCSE and A level papers marked during the summer exam series, and percentage of papers that received an enquiry, 2011–2013

England, Wales & Northern Ireland								Enquiries		
Number of scripts								Total	Total number of enquiries (Service 1, 2 & Priority Service 2)	% of scripts that received an enquiry
Year	AQA	Pearson	OCR	WJEC	CCEA	ICAAE				
GCSE	2011	4,470,498	2,552,610	2,231,016	1,307,482	339,910	19,858	10,921,374	124,510	1.14%
	2012	4,116,774	2,517,692	1,975,907	1,271,099	352,307	898	10,234,677	185,365	1.81%
	2013	3,805,851	2,344,896	1,566,016	1,209,852	309,220	253	9,236,088	194,348	2.10%
A level	2011	1,619,130	1,109,004	1,007,890	302,593	104,861		4,143,478	76,977	1.86%
	2012	1,602,529	1,143,770	963,228	301,939	115,518		4,126,984	90,443	2.19%
	2013	1,627,377	1,090,333	963,571	303,814	113,591		4,098,686	106,919	2.61%

Notes:

1. Data are supplied by awarding organisations.
2. Priority Service 2 only applies to A level.
3. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Source: EPG exams monitoring data

Table 4: Enquiries that resulted in a qualification grade change for the summer exam series by qualification, 2009–13

England, Wales & Northern Ireland							
Number of qualification grade changes							
	Year	Service 1	Service 2 non- priority	Priority service 2	Service 3	Total	% of certifications where qualification grade changed following enquiry
GCSE	2009	57	15,009		4,700	19,766	0.32%
	2010	71	20,040		4,109	24,220	0.39%
	2011	45	20,291		5,877	26,213	0.45%
	2012	37	25,592		6,358	31,987	0.54%
	2013	47	30,342		6,581	36,970	0.61%
A level	2009	58	6,160	1,449	1,470	9,137	0.40%
	2010	23	6,815	2,148	1,571	10,557	0.45%
	2011	14	8,232	2,692	1,305	12,243	0.48%
	2012	21	10,225	2,835	1,158	14,239	0.58%
	2013	35	12,794	3,107	1,474	17,410	0.71%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by awarding organisations.
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Table 5: A level and GCSE qualification grade changes for each service, proportion of grades challenged that resulted in a grade change, 2009–13

England, Wales & Northern Ireland																									
		Service 1					Service 2					Service 3					Priority Service 2				Total				
Year	Qual grades up	Qual grades down	Unchanged	Total grades challenged	% change	Qual grades up	Qual grades down	Unchanged	Total grades challenged	% change	Qual grades up	Unchanged	Total grades challenged	% change	Qual grades up	Qual grades down	Unchanged	Total grades challenged	% change	Qual grades up	Qual grades down	Unchanged	Total grades challenged	% change	
GCSE	2009	56	1	1,172	1,229	4.64%	14,904	105	63,811	78,820	19.04%	4,754	37,476	42,230	11.26%										
	2010	70	1	1,143	1,214	5.85%	19,931	109	70,624	90,664	22.10%	4,109	34,457	38,566	10.65%										
	2011	43	2	955	1,000	4.50%	20,123	170	75,561	95,854	21.17%	5,936	57,382	63,318	9.37%										
	2012	38	0	1,059	1,097	3.46%	25,392	200	111,722	137,314	18.64%	6,357	62,845	69,202	9.19%										
	2013	46	1	922	969	4.85%	30,163	179	123,785	154,127	19.69%	6,581	72,357	78,938	8.34%										
A level	2009	58	0	458	516	11.24%	5,972	188	27,060	33,220	18.54%	1,470	12,282	13,752	10.69%	1,439	10	7,417	8,866	16.34%					
	2010	23	0	354	377	6.10%	6,626	189	26,773	33,588	20.29%	1,557	14,421	15,978	9.74%	2,138	10	7,397	9,545	22.50%					
	2011	13	1	392	406	3.45%	7,987	246	33,128	41,361	19.91%	1,304	16,639	17,943	7.27%	2,676	17	11,017	13,710	19.64%					
	2012	21	0	444	465	4.52%	9,888	337	42,286	52,511	19.47%	1,158	13,637	14,795	7.83%	2,812	23	12,892	15,727	18.03%					
	2013	35	0	478	513	6.82%	12,431	363	50,250	63,044	20.29%	1,474	14,671	16,145	9.13%	3,077	30	13,063	16,170	19.21%					
Total	2009	114	1	1,630	1,745	6.59%	20,876	293	90,871	112,040	18.89%	6,224	49,758	55,982	11.12%	1,439	10	7,417	8,866	16.34%					
	2010	93	1	1,497	1,591	5.91%	26,557	298	97,397	124,252	21.61%	5,666	48,878	54,544	10.39%	2,138	10	7,397	9,545	22.50%					
	2011	56	3	1,347	1,406	4.20%	28,110	416	108,689	137,215	20.79%	7,240	74,021	81,261	8.91%	2,676	17	11,017	13,710	19.64%					
	2012	59	0	1,503	1,562	3.78%	35,280	537	154,008	189,825	18.87%	7,515	76,482	83,997	8.95%	2,812	23	12,892	15,727	18.03%					
	2013	81	1	1,400	1,482	5.53%	42,594	542	174,035	217,171	19.86%	8,055	87,028	95,083	8.47%	3,077	30	13,063	16,170	19.21%					

Notes:

1. Priority Service 2 is not available for GCSE. This service can only be requested if a place at further/higher education depends on the outcome.
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Table 6: Qualification grades challenged through enquiries about results, summer exam series 2013

England, Wales & Northern Ireland

<i>Qualification Grades Challenged</i>															
2013	A*	A	B	C	D	E	F	G	U						
Single award															
GCSE	2,729	30,798	44,806	43,288	87,911	11,601	4,712	1,868	1,029						
%	1.19%	13.46%	19.59%	18.92%	38.43%	5.07%	2.06%	0.82%	0.45%						
A level	217	10,116	31,546	25,967	15,797	6,198	0	0	4,893						
%	0.23%	10.68%	33.30%	27.41%	16.68%	6.54%	0.00%	0.00%	5.16%						
2013	A*/A*	A*/A	AA	A/B	B/B	B/C	C/C	C/D	D/D	D/E	E/E	E/F	F/F	F/G	G/G
Double award															
GCSE	1	23	89	122	127	126	97	153	98	68	40	23	25	14	6
%	0.10%	2.27%	8.79%	12.06%	12.55%	12.45%	9.58%	15.12%	9.68%	6.72%	3.95%	2.27%	2.47%	1.38%	0.59%
A level	0	0	2	11	23	38	36	36	39	26	14	0	0	0	0
%	0.00%	0.00%	0.89%	4.89%	10.22%	16.89%	16.00%	16.00%	17.33%	11.56%	6.22%	0.00%	0.00%	0.00%	0.00%

Notes:

1. Figures include applied subjects, other UK regions e.g. Isle of Man and overseas entries.

Source: EPG exams monitoring data

Table 7: Service 1 (clerical re-check) enquiries for the summer exam series, by qualification, 2009–13

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	2009	670	670	100.0%	51	0.002%	246	0.01%	246	100.0%	16	6.50%	19	0.002%				
	2010	596	596	100.0%	28	0.001%	175	0.01%	175	100.0%	12	6.86%	11	0.001%				
	2011	385	385	100.0%	28	0.001%	227	0.01%	227	100.0%	11	4.85%	5	0.000%				
	2012	425	425	100.0%	15	0.001%	167	0.01%	167	100.0%	8	4.79%	5	0.000%				
	2013	569	569	100.0%	32	0.001%	299	0.01%	299	100.0%	19	6.35%	10	0.001%				
Pearson	2009	480	480	100.0%	0	0.000%	193	0.01%	193	100.0%	17	8.81%	14	0.002%				
	2010	424	424	100.0%	2	0.000%	102	0.01%	102	100.0%	3	2.94%	0	0.000%				
	2011	445	445	100.0%	1	0.000%	110	0.01%	110	100.0%	1	0.91%	0	0.000%				
	2012	368	368	100.0%	2	0.000%	146	0.01%	146	100.0%	1	0.68%	1	0.000%				
	2013	396	396	100.0%	1	0.000%	143	0.01%	143	100.0%	1	0.70%	0	0.000%				
OCR	2009	290	290	100.0%	3	0.000%	300	0.02%	300	100.0%	52	17.33%	25	0.004%				
	2010	341	341	100.0%	41	0.003%	273	0.02%	273	100.0%	21	7.69%	10	0.002%				
	2011	264	264	100.0%	9	0.001%	188	0.01%	188	100.0%	13	6.91%	9	0.001%				
	2012	363	363	100.0%	20	0.002%	296	0.02%	296	100.0%	14	4.73%	15	0.003%				
	2013	162	162	100.0%	13	0.001%	227	0.02%	227	100.0%	24	10.57%	25	0.004%				
CCEA	2009	7	7	100.0%	0	0.000%	1	0.00%	1	100.0%	0	0.00%	0	0.000%				
	2010	4	4	100.0%	0	0.000%	1	0.00%	0	0.0%	0	0.00%	1	0.002%				
	2011	5	5	100.0%	2	0.001%	6	0.00%	6	100.0%	0	0.00%	0	0.000%				
	2012	22	22	100.0%	0	0.000%	4	0.00%	4	100.0%	0	0.00%	0	0.000%				
	2013	5	5	100.0%	0	0.000%	29	0.02%	29	100.0%	0	0.00%	0	0.000%				
WJEC	2009	147	147	100.0%	3	0.001%	42	0.01%	42	100.0%	0	0.00%	0	0.000%				
	2010	121	121	100.0%	0	0.000%	33	0.01%	33	100.0%	1	3.03%	1	0.001%				
	2011	241	241	100.0%	3	0.000%	26	0.01%	26	100.0%	1	3.85%	0	0.000%				
	2012	349	349	100.0%	0	0.000%	33	0.01%	33	100.0%	0	0.00%	0	0.000%				
	2013	128	128	100.0%	1	0.000%	24	0.01%	24	100.0%	0	0.00%	0	0.000%				
ICAAE	2009																	
	2010																	
	2011	2	2	100.0%	2	0.012%												
	2012	0	0		0	0.000%												
	2013	0	0		0	0.000%												
Total	2009	1,594	1,594	100.0%	57	0.001%	782	0.01%	782	100.0%	85	10.87%	58	0.003%				
	2010	1,486	1,486	100.0%	71	0.001%	584	0.01%	583	99.8%	37	6.34%	23	0.001%				
	2011	1,342	1,342	100.0%	45	0.001%	557	0.01%	557	100.0%	26	4.67%	14	0.001%				
	2012	1,527	1,527	100.0%	37	0.001%	646	0.01%	646	100.0%	23	3.56%	21	0.001%				
	2013	1,260	1,260	100.0%	47	0.001%	722	0.01%	722	100.0%	44	6.09%	35	0.001%				

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.
3. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Source: EPG exams monitoring data

Table 8: Service 2 (non-priority re-mark) enquiries for the summer exam series, by qualification, 2009–13

England, Wales & Northern Ireland														
	Year	GCSE (unit entry) ¹			GCSE (certifications)		A level (unit entry) ¹				A level (certifications)			
		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	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%
	2013	80,728	80,728	100.0%	15,537	0.61%	36,077	1.74%	36,077	100.0%	9,430	26.14%	6,671	0.66%
Pearson	2009	22,599	22,599	100.0%	4,888	0.35%	15,018	0.88%	15,018	100.0%	3,343	22.26%	1,688	0.29%
	2010	24,862	24,862	100.0%	5,110	0.36%	12,265	0.83%	12,265	100.0%	2,346	19.13%	1,281	0.24%
	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	1.08%	16,486	100.0%	2,416	14.65%	1,657	0.27%
	2013	55,057	55,055	100.0%	6,402	0.37%	19,720	1.30%	19,718	100.0%	3,246	16.46%	2,063	0.34%
OCR	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%
	2013	27,927	27,927	100.0%	4,734	0.50%	20,615	1.57%	20,615	100.0%	3,972	19.27%	2,800	0.49%
CCEA	2009	3,669	3,669	100.0%	634	0.38%	1,935	1.35%	1,935	100.0%	331	17.11%	291	0.52%
	2010	4,751	4,751	100.0%	871	0.53%	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	1.73%	2,407	100.0%	358	14.87%	365	0.61%
	2012	5,186	5,186	100.0%	837	0.59%	2,964	2.05%	2,964	100.0%	539	18.18%	454	0.71%
	2013	5,881	5,881	100.0%	826	0.57%	2,926	1.99%	2,926	100.0%	454	15.52%	436	0.68%
WJEC	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%	2,494	0.37%	4,177	0.99%	4,177	100.0%	1,007	24.11%	740	0.37%
	2013	23,495	23,495	100.0%	2,843	0.41%	4,748	1.12%	4,748	100.0%	1,076	22.66%	824	0.42%
ICAAE	2009													
	2010													
	2011	168	168	100.0%	66	0.41%								
	2012	2	2	100.0%	0	0.00%								
	2013	0	0	-	-	-								
Total	2009	94,817	94,817	100.0%	15,009	0.24%	53,524	0.87%	53,524	100.0%	11,778	22.01%	6,160	0.27%
	2010	101,066	101,066	100.0%	20,040	0.33%	51,645	0.93%	51,645	100.0%	11,224	21.73%	6,815	0.29%
	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%	25,592	0.43%	69,152	1.26%	69,147	100.0%	14,550	21.04%	10,225	0.41%
	2013	193,088	193,086	100.0%	30,342	0.50%	84,086	1.54%	84,084	100.0%	18,178	21.62%	12,794	0.52%

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.
3. The incomplete enquiries for service 2 are still being processed, but are currently within deadlines.
4. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Source: EPG exams monitoring data

Table 9: Service 2 (priority re-mark) enquiries for the summer exam series, by qualification, 2009–13

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	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%
	2013	9,412	0.45%	9,412	100.0%	2,125	22.58%	1,646	0.16%
Pearson	2009	4,532	0.26%	4,532	100.0%	774	17.08%	435	0.07%
	2010	3,564	0.24%	3,564	100.0%	711	19.95%	510	0.09%
	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%
	2013	5,325	0.35%	5,325	100.0%	686	12.88%	489	0.08%
OCR	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%
	2013	5,504	0.42%	5,504	100.0%	914	16.61%	706	0.12%
CCEA	2009	606	0.42%	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	0.69%	992	100.0%	130	13.10%	123	0.19%
	2013	887	0.60%	887	100.0%	117	13.19%	105	0.16%
WJEC	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%	192	21.40%	190	0.10%
	2013	983	0.23%	983	100.0%	104	10.58%	161	0.08%
Total	2009	14,157	0.23%	14,150	100.0%	2,546	17.98%	1,449	0.06%
	2010	14,668	0.26%	14,668	100.0%	2,895	19.74%	2,148	0.09%
	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%	3,812	18.46%	2,835	0.11%
	2013	22,111	0.40%	22,111	100.0%	3,946	17.85%	3,107	0.13%

Notes:

1. Data are supplied by awarding organisations.
2. ICAAE do not offer A levels.
3. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Table 10: Service 3 (re-moderation of internal assessment) enquiries for the summer exam series, by qualification, 2009–13

England, Wales & Northern Ireland												
GCSE (certifications)							A level					
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 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	2009	588	588	100.0%	2,828	586	0.02%	586	100.0%	823	0.09%	
	2010	479	478	99.8%	2,441	431	0.02%	431	100.0%	986	0.10%	
	2011	788	785	99.6%	3,369	361	0.02%	360	99.7%	541	0.05%	
	2012	815	813	99.8%	3,450	374	0.02%	374	100.0%	285	0.03%	
	2013	804	804	100.0%	3,697	419	0.02%	419	100.0%	464	0.05%	
Pearson	2009	284	284	100.0%	1,134	455	0.03%	454	99.8%	297	0.05%	
	2010	313	313	100.0%	1,073	382	0.03%	382	100.0%	381	0.07%	
	2011	669	663	99.1%	1,956	563	0.04%	563	100.0%	531	0.09%	
	2012	704	703	99.9%	1,712	416	0.03%	416	100.0%	404	0.07%	
	2013	606	606	100.0%	2,130	388	0.03%	388	100.0%	533	0.09%	
OCR	2009	321	321	100.0%	593	270	0.02%	270	100.0%	344	0.06%	
	2010	281	281	100.0%	589	347	0.02%	347	100.0%	168	0.03%	
	2011	313	313	100.0%	550	340	0.02%	340	100.0%	198	0.03%	
	2012	415	410	98.8%	1,163	416	0.03%	416	100.0%	449	0.08%	
	2013	354	354	100.0%	700	402	0.03%	402	100.0%	452	0.08%	
CCEA	2009	6	6	100.0%	78	2	0.001%	2	100.0%	0	0.000%	
	2010	8	8	100.0%	0	4	0.003%	4	100.0%	1	0.002%	
	2011	9	9	100.0%	1	1	0.001%	1	100.0%	0	0.000%	
	2012	15	15	100.0%	2	6	0.004%	6	100.0%	1	0.002%	
	2013	29	29	100.0%	24	7	0.005%	7	100.0%	0	0.000%	
WJEC	2009	27	27	100.0%	67	36	0.01%	36	100.0%	6	0.00%	
	2010	8	8	100.0%	11	27	0.01%	27	100.0%	35	0.02%	
	2011	6	6	100.0%	0	37	0.01%	37	100.0%	35	0.02%	
	2012	42	42	100.0%	31	35	0.01%	35	100.0%	19	0.01%	
	2013	50	50	100.0%	30	57	0.01%	57	100.0%	25	0.01%	
ICAAE	2009											
	2010											
	2011	1	1	100.0%	1		0.01%					
	2012	0	0		0		0.00%					
	2013	0	0		0		0.00%					
Total	2009	1,226	1,226	100.0%	4,700	1,349	0.02%	1,348	99.9%	1,470	0.06%	
	2010	1,089	1,088	99.9%	4,109	1,191	0.02%	1,191	100.0%	1,571	0.07%	
	2011	1,786	1,777	99.5%	5,877	1,302	0.02%	1,301	99.9%	1,305	0.05%	
	2012	1,991	1,983	99.6%	6,358	1,247	0.02%	1,247	100.0%	1,158	0.05%	
	2013	1,843	1,843	100.0%	6,581	1,273	0.02%	1,273	100.0%	1,474	0.06%	

Notes:

1. An enquiry is a re-moderation of the school's or college's internal assessment using the sample of candidates' work used in the initial moderation as opposed to the other services which are individual candidate's units.
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. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Source: EPG exams monitoring data

Table 11: Average resolution time in days for completing GCSE enquiries, summer exam series, 2009–2013

England, Wales & Northern Ireland							
		Service 1		Service 2		Service 3	
		CoP deadline 20 calendar days		CoP deadline 30 calendar days		CoP deadline 40 calendar days	
	Year	GCSE EaRs	Avg time taken	GCSE EaRs	Avg time taken	GCSE EaRs	Avg time taken
AQA	2009	670	5.00	44,351	5.11	588	7.89
	2010	596	3.40	45,098	4.73	479	8.14
	2011	385	2.31	57,334	4.83	788	9.00
	2012	425	4.15	81,183	8.00	815	10.96
	2013	569	3.84	80,728	7.68	804	11.61
Pearson	2009	480	1.60	22,599	5.40	284	16.00
	2010	424	2.20	24,862	4.20	313	13.30
	2011	445	0.50	30,900	4.30	669	11.97
	2012	368	0.60	45,007	4.70	704	10.45
	2013	396	0.80	55,057	4.60	606	10.56
OCR	2009	290	5.00	19,267	16.00	321	24.00
	2010	341	3.10	20,033	12.00	281	24.00
	2011	264	5.59	19,886	7.93	313	27.46
	2012	363	4.78	28,673	12.02	415	31.36
	2013	162	5.42	27,927	17.34	354	27.19
CCEA	2009	7	7.14	3,669	16.74	6	15.00
	2010	4	11.00	4,751	24.22	8	18.00
	2011	5	3.80	4,843	17.12	9	23.33
	2012	22	1.70	5,186	14.42	15	18.60
	2013	5	2.00	5,881	14.90	29	14.55
WJEC	2009	147	5.00	4,931	18.00	27	32.00
	2010	121	2.00	6,322	16.00	8	29.00
	2011	241	4.15	10,037	17.78	6	22.50
	2012	349	5.71	23,787	21.00	42	16.52
	2013	128	3.00	23,495	18.65	50	18.57
ICAAE	2011	2	7.00	168	12.00	1	12.00
	2012	0	-	2	4.00	0	-
	2013	0	-	0	-	0	-
Average across all AOs	2009	1,594	4.11	94,817	8.42	1,226	14.55
	2010	1,486	2.90	101,066	7.66	1,089	13.95
	2011	1,342	2.86	123,168	6.68	1,786	13.48
	2012	1,527	3.77	183,838	9.68	1,991	15.16
	2013	1,260	2.99	193,088	9.75	1,843	14.49

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. One day is based on a 24-hour period.
4. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
5. '-' indicates there were no enquiries.

Table 12: Average resolution time in days for completing A level enquiries, summer exam series, 2009–2013

England, Wales & Northern Ireland									
		Service 1		Service 2		Priority service 2		Service 3	
		CoP deadline 20 calendar days		CoP deadline 30 calendar days		CoP deadline 18 calendar days		CoP deadline 40 calendar days	
		A level EaRs	Avg time taken	A level EaRs	Avg time taken	A level EaRs	Avg time taken	A level EaRs	Avg time taken
Year									
AQA	2009	246	2.80	20,084	8.33	4,824	6.87	586	8.24
	2010	175	2.30	21,067	6.68	5,996	4.49	431	9.15
	2011	227	2.14	23,138	6.30	7,954	3.88	361	7.87
	2012	167	3.25	29,223	8.54	8,798	5.09	374	9.08
	2013	299	3.47	36,077	8.28	9,412	5.11	419	9.60
Pearson	2009	193	1.80	15,018	7.00	4,532	2.10	455	17.00
	2010	102	1.90	12,265	4.70	3,564	2.50	382	12.40
	2011	110	0.70	13,697	5.00	4,720	2.70	563	10.94
	2012	146	1.30	16,491	4.50	4,963	2.90	416	9.68
	2013	143	0.68	19,720	4.50	5,325	2.62	388	8.19
OCR	2009	300	3.00	13,701	13.50	3,894	7.80	270	25.00
	2010	273	2.70	13,011	9.80	3,899	4.08	347	23.00
	2011	188	4.38	14,909	7.72	4,554	4.02	340	26.28
	2012	296	4.38	16,297	11.24	4,995	4.93	416	29.24
	2013	227	4.97	20,615	16.33	5,504	5.40	402	25.92
CCEA	2009	1	6.70	1,935	14.85	606	9.22	2	10.00
	2010	1	24.00	2,155	21.28	714	8.50	4	22.00
	2011	6	4.50	2,407	14.80	908	6.09	1	10.00
	2012	4	2.50	2,964	12.96	992	6.76	6	16.00
	2013	29	2.00	2,926	13.60	887	6.97	7	24.00
WJEC	2009	42	4.00	2,786	20.00	301	10.00	36	29.00
	2010	33	4.00	3,147	15.00	495	7.00	27	23.00
	2011	26	2.81	3,300	11.03	833	6.00	37	22.22
	2012	33	0.73	4,177	14.03	897	8.03	35	26.37
	2013	24	0.64	4,748	12.69	983	7.00	57	6.32
Average across all AOs	2009	782	2.75	53,524	10.12	14,157	6.69	1,349	15.11
	2010	584	2.51	51,645	8.11	14,668	4.18	1,191	14.58
	2011	557	2.72	57,451	6.99	18,969	3.89	1,302	14.41
	2012	646	3.20	69,152	8.73	20,645	4.75	1,247	16.52
	2013	722	3.23	84,086	9.80	22,111	4.74	1,273	14.26

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. One day is based on a 24-hour period.
4. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Table 13: GCSE examined units with highest proportion of enquiries for service 2, summer exam series 2012–13

England, Wales & Northern Ireland								
Service 2 for GCSE summer 2012					Service 2 for GCSE summer 2013			
	Unit/subject description	No. of enquiries	No. of Entries	% of total enquiries	Unit/subject description	No. of enquiries	No. of Entries	% of total enquiries
AQA	GCSE English/English Language Unit 1F	12,611	160,128	7.88%	GCSE Physical Education Unit 5	118	1,667	7.08%
	GCSE Classical Civilisation Unit 3 Tier H	108	1,451	7.44%	GCSE English/English Language Unit 1F	9,747	155,036	6.29%
	GCSE English/English Language Unit 1H	13,876	197,845	7.01%	GCSE Economics Unit 12	150	2,453	6.11%
	GCSE Classical Civilisation Unit 2 Tier H	105	1,553	6.76%	GCSE Classical Civilisation Unit 2H	76	1,245	6.10%
	GCSE Drama Unit 1	1,392	25,302	5.50%	GCSE English/English Language Unit 1H	10,743	202,891	5.29%
Pearson	GCSE English (2H)	501	7,164	6.99%	GCSE Physical Education 1	3,124	56,429	5.54%
	GCSE Business Studies & Economics (5)	264	3,993	6.61%	GCSE English (2F)	850	15,428	5.51%
	GCSE Physical Education (Theory)	2,935	54,278	5.41%	GCSE English (2H)	343	6,367	5.39%
	GCSE English (2F)	852	16,534	5.15%	GCSE Business Studies (5)	236	4,511	5.23%
	GCSE English Language (2F)	453	10,674	4.24%	GCSE English Language (2H)	1,302	26,115	4.99%
OCR	GCSE German (Writing)	357	4,501	7.93%	GCSE Latin (Sources for Latin)	64	1,245	5.14%
	GCSE English (Information & Ideas)	2,740	42,740	6.41%	GCSE Classical Civilisation (Community Life in the Classical World)	130	2,556	5.09%
	GCSE Latin (Latin Verse Literature)	496	8,583	5.78%	GCSE Classical Civilisation (City Life in the Classical World)	136	2,681	5.07%
	GCSE Latin (Latin Prose Literature)	481	8,572	5.61%	GCSE Classical Civilisation (Epic and Myth)	128	2,621	4.88%
	GCSE Classic Civilisation (Epic & Myth)	146	3,212	4.55%	GCSE Latin (Latin Prose Literature)	400	8,648	4.63%
CCEA	GCSE Drama	65	1,139	5.71%	GCSE Additional Mathematics	194	3,536	5.49%
	GCSE Science (Double Award)	149	2,707	5.50%	GCSE English Language/English (Unit 2)	713	15,788	4.52%
	GCSE English Literature (Unit 2)	374	7,394	5.06%	GCSE English Literature (Unit 2)	328	7,398	4.43%
	GCSE English Language (Unit 2)	736	15,293	4.81%	GCSE Drama	47	1,105	4.25%
	GCSE Physical Education	87	1,978	4.40%	GCSE French (Unit 2)	179	4,219	4.24%
WJEC	GCSE English/English Language (Unit 2 F)	3,524	69,349	5.08%	GCSE English/English Language (Unit 2 F)	3,496	77,115	4.53%
	GCSE English/English Language (Unit 1 H)	3,879	79,869	4.86%	GCSE English/English Language (Unit 1 F)	3,175	76,158	4.17%
	GCSE English/English Language (Unit 2 H)	3,931	82,328	4.77%	GCSE English/English Language (Unit 2 H)	3,552	92,958	3.82%
	GCSE English/English Language (Unit 1 F)	3,118	66,863	4.66%	GCSE English/English Language (Unit 1 H)	3,272	87,709	3.73%
	GCSE German (Writing)	201	5,399	3.72%	GCSE German Unit 4 - Writing	216	6,007	3.60%

Source: EPG exams monitoring data

Notes:

1. Data shown, are for units that had entries of a thousand or more.
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Table 14: A level examined units with highest proportion of enquiries for service 2, summer exam series 2012–13

England, Wales & Northern Ireland								
Service 2 for A level summer 2012				Service 2 for A level summer 2013				
	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	GCE Music (Unit 2B)	97	1,116	8.69%	GCE History Unit 1C	134	1,216	11.02%
	GCE English Literature B (Unit 1)	1,725	24,579	7.02%	GCE Music Unit 2B	120	1,141	10.52%
	GCE English Literature A (Unit 1C)	452	6,465	6.99%	GCE English Lit A Unit 1A	344	3,323	10.35%
	GCE English Literature A (Unit 1A)	241	3,833	6.29%	GCE History of Art Unit 1	113	1,555	7.27%
	GCE History of Art (unit 1)	101	1,617	6.25%	GCE English Lit A Unit 1C	402	5,623	7.15%
Pearson	GCE Music (2)	577	4,935	11.69%	GCE Music (2)	523	4,687	11.16%
	GCE Music Technology 1	341	4,946	6.89%	GCE Music Technology 1	390	4,588	8.50%
	GCE Music Technology 3	184	3,032	6.07%	GCE Drama & Theatre Studies (2)	798	11,885	6.71%
	GCE Drama & Theatre Studies (2)	761	12,655	6.01%	GCE Music Technology 3	172	2,841	6.05%
	GCE Religious Studies (2)	308	6,853	4.49%	GCE Religious Studies (2)	401	7,165	5.60%
OCR	GCE Classics (Latin Verse & Prose)	146	2,004	7.29%	GCE English Literature (Poetry and Prose 1800-1945)	1,011	14,413	7.01%
	GCE History (British History)	527	8,786	6.00%	GCE Design and Technology: Product Design (Advanced Innovation Challenge)	188	2,745	6.85%
	GCE History (European & World History)	500	8,987	5.56%	GCE History A (European and World History Enquiries)	596	8,893	6.70%
	GCE Classics (Latin Prose)	73	1,404	5.20%	GCE Classics: (Latin Prose)	84	1,307	6.43%
	GCE Design & Technology (Advanced Innovation Challenge)	154	2,968	5.19%	GCE Economics (Markets in Action)	547	9,864	5.55%
CCEA	GCE English Literature (Unit 2)	309	2,700	11.44%	GCE English Literature (Unit 2)	284	2,532	11.22%
	GCE Business Studies (Unit 2)	63	1,332	4.73%	GCE Business Studies (Unit 2)	98	1,478	6.63%
	GCE History (Unit 1)	121	2,667	4.54%	GCE History (Unit 2)	154	2,781	5.54%
	GCE History (Unit 2)	124	2,780	4.46%	GCE History (Unit 1)	126	2,641	4.77%
	GCE Chemistry (Unit 2)	94	2,233	4.21%	GCE Business Studies (Unit 1)	57	1,218	4.68%
WJEC	GCE English Literature	524	9,829	5.33%	GCE English Literature	618	10,734	5.76%
	GCE French (FN4)	98	2,360	4.15%	GCE French : Listen/Read/Writing	88	1,992	4.42%
	GCE Economics (Theory & Policy)	59	1,508	3.91%	GCE Drama : Text In Performance	61	1,441	4.23%
	GCE Spanish (Oral)	67	1,741	3.85%	GCE Religious Studies (RS1/2 Philosophy of Religion)	83	2,099	3.95%
	GCE Religious Studies (RS1/2 Philosophy of Religion)	70	1,841	3.80%	GCE Spanish: Listen/Read/Writing	94	2,436	3.86%

Source: EPG exams monitoring data

Notes:

1. Data shown, are for units that had entries of a thousand or more.
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

Table 15: A level units with highest proportion of enquiries for priority service 2, summer exam series 2012–13

England, Wales & Northern Ireland					England, Wales & Northern Ireland				
Priority service 2 for A level summer 2012					Priority service 2 for A level summer 2013				
	Unit/subject description	No. of enquiries	No. of Entries	% of total enquiries		Unit/subject description	No. of enquiries	No. of Entries	% of total enquiries
AQA	GCE English Literature B (3)	564	14,977	3.77%	AQA	GCE Economics Unit 4	306	8,809	3.47%
	GCE Economics (Unit 4)	269	8,130	3.31%		GCE Spanish Unit 3	132	3,877	3.40%
	GCE Spanish (Unit 3)	113	3,584	3.15%		GCE Classical Civil Unit 4C	51	1,592	3.20%
	GCE Classic Civilisation (4C)	46	1,549	2.97%		GCE Classical Civil Unit 3C	50	1,626	3.08%
	GCE Classic Civilisation (3C)	46	1,561	2.95%		GCE Religious Studies Unit 4C	39	1,283	3.04%
Pearson	GCE Spanish (Written Response & Research)	75	2,584	2.90%	Pearson	GCE Economics 4	304	9,758	3.12%
	GCE French (Written Response & Research)	85	2,949	2.88%		GCE French 4	85	2,792	3.04%
	GCE Government & Politics (4)	40	1,433	2.79%		GCE Physical Education 3	46	1,647	2.79%
	GCE Government & Politics (3)	71	2,718	2.61%		GCE Government & Politics 3	167	7,491	2.23%
	GCE Physical Education (3)	46	1,844	2.49%		GCE Government & Politics 4	207	9,461	2.19%
OCR	GCE Classics (Latin Prose)	55	1,404	3.92%	OCR	GCE Classics (Latin Prose)	47	1,307	3.60%
	GCE Classics (Latin Verse)	49	1,399	3.50%		GCE Classics (Latin Verse)	41	1,304	3.14%
	GCE History (Historical Themes)	313	10,695	2.93%		GCE History (Historical Themes)	293	10,486	2.79%
	GCE Economics (Global Economy)	163	5,783	2.82%		GCE Geography (Global Issues)	85	3,201	2.66%
	GCE Geography (Global Issues)	86	3,254	2.64%		GCE English Literature (Drama and Poetry pre-	247	10,334	2.39%
CCEA	GCE Chemistry (A2 Unit 2)	32	1,137	2.81%	CCEA	GCE English Literature (A2 Unit 1)	38	1,498	2.54%
	GCE English Literature (Unit 1)	34	1,424	2.39%		GCE English Literature (A2 Unit 2)	47	1,886	2.49%
	GCE ICT (Unit 1)	31	1,335	2.32%		GCE Chemistry (A2 Unit 2)	29	1,185	2.45%
	GCE History (A2 Unit 2)	55	2,389	2.30%		GCE ICT (A2 Unit 1)	31	1,319	2.35%
	GCE Geography (A2 Unit 2)	39	1,750	2.23%		GCE Geography (A2 Unit 1)	31	1,424	2.18%
WJEC	GCE French (Listen/Read/Writeing)	47	2,360	1.99%	WJEC	GCE French : Listen/Read/Writing	47	1,992	2.36%
	GCE Chemistry (Analysing/Molecules)	22	1,137	1.93%		GCE Physics :Electromag.Nuclei/Opt.	29	1,415	2.05%
	GCE Chemistry (Physical & Inorganic)	26	1,811	1.44%		GCE Chemistry :Physical & Inorganic	28	1,820	1.54%
	GCE Spanish (Listen/Read/Writing)	18	1,261	1.43%		GCE Chemistry :Analysing/Molecules	16	1,101	1.45%
	GCE English Literature	79	6,411	1.23%		GCE English Literature	84	6,341	1.32%

Source: EPG exams monitoring data

Notes:

1. Data shown, are for units that had entries of a thousand or more.
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.

We wish to make our publications widely accessible. Please contact us if you have any specific accessibility requirements.

First published by the Office of Qualifications and Examinations Regulation in 2013

© Crown copyright 2013

You may re-use this publication (not including logos) free of charge in any format or medium, under the terms of the [Open Government Licence](#). To view this licence, visit [The National Archives](#); or write to the Information Policy Team, The National Archives, Kew, Richmond, Surrey, TW9 4DU; or email: psi@nationalarchives.gsi.gov.uk

This publication is also available on our website at www.ofqual.gov.uk

Any enquiries regarding this publication should be sent to us at:

Office of Qualifications and Examinations Regulation	
Spring Place	2nd Floor
Coventry Business Park	Glendinning House
Herald Avenue	6 Murray Street
Coventry CV5 6UB	Belfast BT1 6DN

Telephone 0300 303 3344
Textphone 0300 303 3345
Helpline 0300 303 3346