

Statistical Release

Enquiries about Results for GCSE and A level: Summer 2015 Exam Series

Contents

Introduction.....	1
Key statistics.....	3
Statistical analysis	4
Services.....	10
Average response time.....	15
Unit and subject information	16
Background notes.....	17
Glossary of terms	23
Appendix.....	24

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Vikas Dhawan
Head of Profession
024 7671 6824
statistics@ofqual.gov.uk

Key points

This release provides information on the number of enquiries about results made for GCSE and A level qualifications in England, Wales and Northern Ireland, other UK regions and overseas, during the summer 2015 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:

- The number of individual enquiries rose by 27 per cent, from 451,000 last summer, to 572,350 in summer 2015. These enquiries relate to 480,550 qualification results. This is an 18.7 per cent increase on 2014 when 405,000 results were challenged.
- In total, 90,950 qualification grades were changed, up from 77,700 in 2014. This represents just over 1.1 per cent of all grades awarded and 18.9 per cent of all grades challenged. This is very similar to 2014 when 19 per cent of grades challenged were changed.
- Turnaround times by exam boards were shorter in summer 2015. Reviews of marking took, on average, 9 days at GCSE and 8 days at A level, compared with 11 and 12 days, respectively, in 2014. Priority reviews (A level only) took, on average, five days, compared with seven days in 2014.

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 2015 GCSE and A level¹ 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. Each exam board offers three services for reviewing and checking the marking of exam papers and non-exam assessment:

- Service 1: a clerical check for an individual candidate
- Service 2:
 - non-priority: a review of marking for an individual candidate
 - priority: a review of marking for an individual candidate – schools and colleges can request this faster service for A level only, for students whose university place is dependent on the outcome
- Service 3: a re-moderation of the school or college's internal assessment using the sample of candidates' work that was used in the initial moderation.

Further information on the enquiries about results process and the different services available can be found in background notes on page 17.

Five exam boards offer GCSE and A level qualifications in England, Wales and Northern Ireland, other UK regions and overseas:

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

¹ In this release, AS figures are included in the figures reported for A level since AS units are a subset of the A level qualification.

From 2011 to 2013, International Curriculum & Assessment Agency (Examinations) (ICAA(E)) also offered GCSEs.

When considering the data presented in this release, it is important to note the recent changes to qualifications that are likely to have impacted on these figures. From summer 2014, GCSEs taken in England were 'linear' meaning that all assessments had to be taken at the end of the period of study. Also from 2014 there were no January assessments for AS or A level in England. This means that entries that previously would have been made throughout the year in a modular system, and potentially being the subject of an enquiry, are all being made in the summer. This structural change led to a large rise in entries in summer 2014 which has now generally stabilised. These changes limit the meaningfulness of comparisons over time.

Note that figures within the commentary and tables have been rounded to the nearest 50 (with the exception of some figures in service 1 where the figures are too small).

All tables referred to in the text are provided in the appendix.

A glossary of terms is available on page 23 to help you interpret this release.

Key statistics

GCSE and A level qualifications are made up of a number of individual assessments (exam papers and/or coursework or controlled assessment tasks). Schools and colleges can submit enquiries about results for one or more of the assessments in a qualification for each candidate.

Number of enquiries, grades challenged and grade changes for 2014 and 2015

		Enquiries (all)	Qualification grade challenged (all services)	Qualification grade changed (all services)	% of qualification grades challenged that were changed	Number of qualifications awarded	% of total qualification grades changed
GCSE	2014	305,250	283,700	54,450	19.2%	5,528,750	0.98%
	2015	372,900	325,550	62,350	19.2%	5,610,550	1.11%
	% change	22.2%	14.8%	14.5%		1.5%	
A level	2014	145,750	121,300	23,200	19.1%	2,440,550	0.95%
	2015	199,450	155,000	28,600	18.5%	2,416,000	1.18%
	% change	36.8%	27.8%	23.3%		-1.0%	
Total	2014	451,000	405,000	77,650	19.2%	7,969,300	0.97%
	2015	572,350	480,550	90,950	18.9%	8,026,550	1.13%
	% change	26.9%	18.7%	17.1%		0.7%	

Notes:

1. For the 5 year figures, see Table 3.
2. Figures have been rounded to the nearest 50.

Following the release of results from summer 2015, there were 572,350 enquiries about results across the three service types. This is a 27 per cent increase on 2014 (451,000 enquiries). The 572,350 enquiries about results relate to 480,550 qualification results. The number of enquiries is greater than the number of qualification results challenged. This is because each qualification is made up of a number of assessments and some candidates may submit enquiries for more than one assessment within the same qualification. The number of qualification results challenged is 18.7 per cent higher than in 2014 when 405,000 results were challenged.

The proportion of qualification grades that are changed as a result of enquiries has remained fairly consistent (between 16 and 19 per cent of grades challenged) over the last five years (see table 3 in the appendix). In 2015, 18.9 per cent of grades challenged resulted in a change. This is similar to last year when it was 19.2 per cent.

In total across all three service types there were 90,950 qualification grade changes in summer 2015. This represents just over 1.1 per cent of all certifications. Of the grades changed, 99 per cent were changed up.

Two-hundred and twenty nine enquiries were still being processed at the time of data collection, of which 180 were within agreed turnaround times.

Statistical analysis

Certifications and entries

In the summer 2015 exam series, more than 2.4 million AS and A level certifications² and over 5.6 million GCSE certifications were made in England, Wales and Northern Ireland, other UK regions and overseas.³ The number of GCSE and A level certifications has remained fairly constant over the last five years (see figure 1).

A school or college submits entries on behalf of its candidates to the relevant exam board. An entry is a single unit of assessment for a GCSE or A level qualification (for example, an exam or other form of assessment). For linear specifications, units are often referred to as components. There were 16.6 million GCSE unit entries in summer 2015, an increase of less than 1 per cent from 2014. The recent return to linear assessments⁴ in 2014 for GCSEs in England contributed to an increase in entries of 11 per cent between 2013 and 2014.

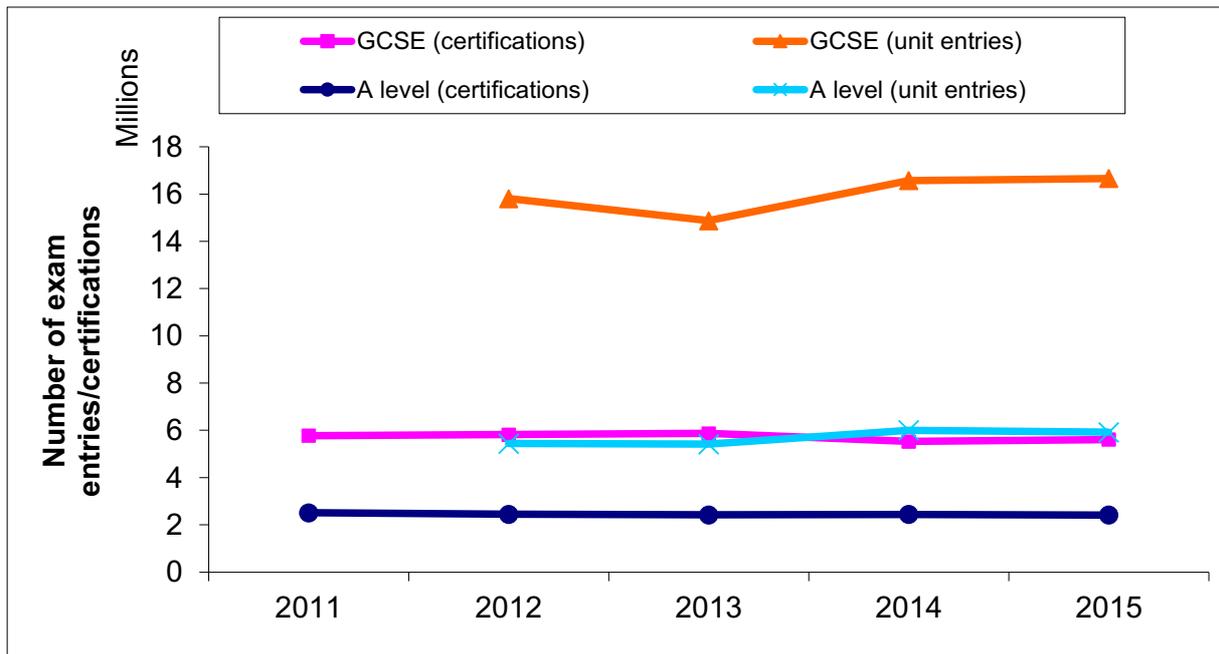
There were nearly 6 million A level unit entries in summer 2015, down by 1 per cent on last year. Last summer, there was a large increase in the number of entries at A level which was partly explained by the removal of the January exam series in England (see table 1 and figure 1).

² A certification is a formal acknowledgement of a candidate's achievement.

³ These figures include applied subjects.

⁴ Exams taken at the end of the period of study.

Figure 1: Total entries and certifications for GCSE and A level, summer exam series, 2011–15



Note:

Entry figures were collected differently in 2010 and 2011, which is why entry data prior to 2012 is not included.

Number of enquiries about results

As previously stated there were 572,350 enquiries about results submitted following the summer 2015 across the three service types. The following table shows the breakdown across the three services.

	GCSE enquiries	A level enquiries
Service 1 (clerical check)	2,750	1,200
Service 2 (non-priority review of marking)	368,150	156,800
Service 2 (priority review of marking)		39,900
Service 3 (internal assessment re-moderation)	2,000	1,550
Total number of enquiries	372,900	199,450

Note: Figures above have been rounded to the nearest 50 with the exception of service 1, which has been rounded to the nearest ten to protect confidentiality.

Qualification grade changes

Schools and colleges can submit enquiries about results for one or more of the assessments for a qualification, so in some cases multiple enquiries relate to a single qualification grade for a single candidate.

In total, there were 480,550 qualification grades involved in the enquiries about results, up from 405,000 in summer 2014 – an 18.7 per cent increase.

When an enquiry about results is made, there are three possible outcomes:

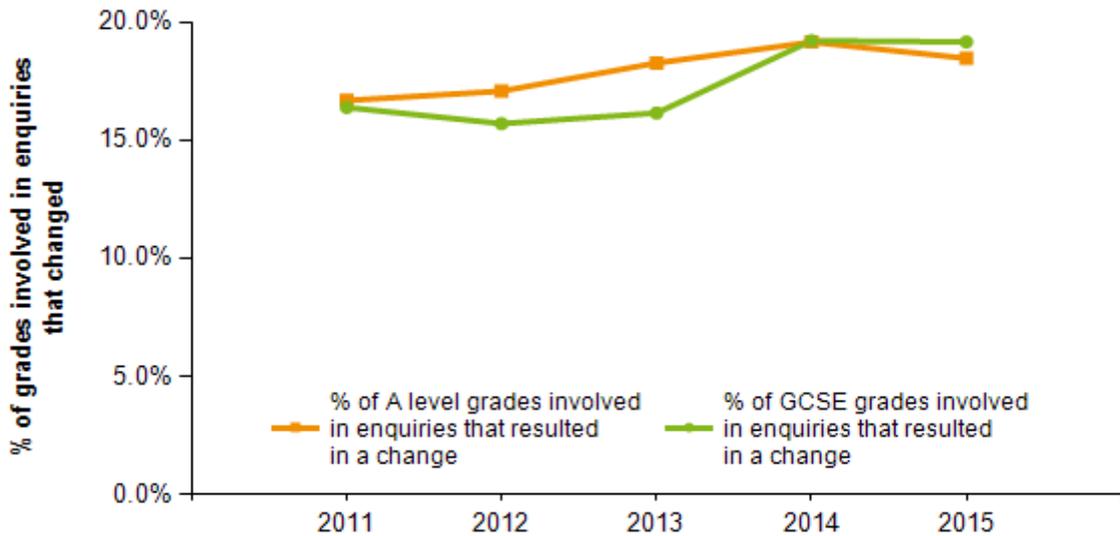
- The original mark is deemed appropriate, resulting in no mark adjustment and therefore no grade change.
- A mark adjustment is made (up or down), but there is no change to the overall qualification grade.
- A mark adjustment is made (up or down), which in turn results in a change to the qualification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

For GCSE, 325,550 qualification results were challenged through enquiries across all three services. Of these, 62,350 resulted in a qualification grade change (of which 99 per cent of grades went up and 1 per cent went down). This represents nearly 19.2 per cent of GCSE qualification grades challenged. This is very similar to last year when 19.2 per cent of GCSE grades challenged were changed (see table 3 and figure 2).

At A level, 155,000 qualification results were challenged through enquiries across all three services. Of these, 28,600 resulted in a grade change (97 per cent of grades went up and 3 per cent went down), representing 18.5 per cent of grades challenged.

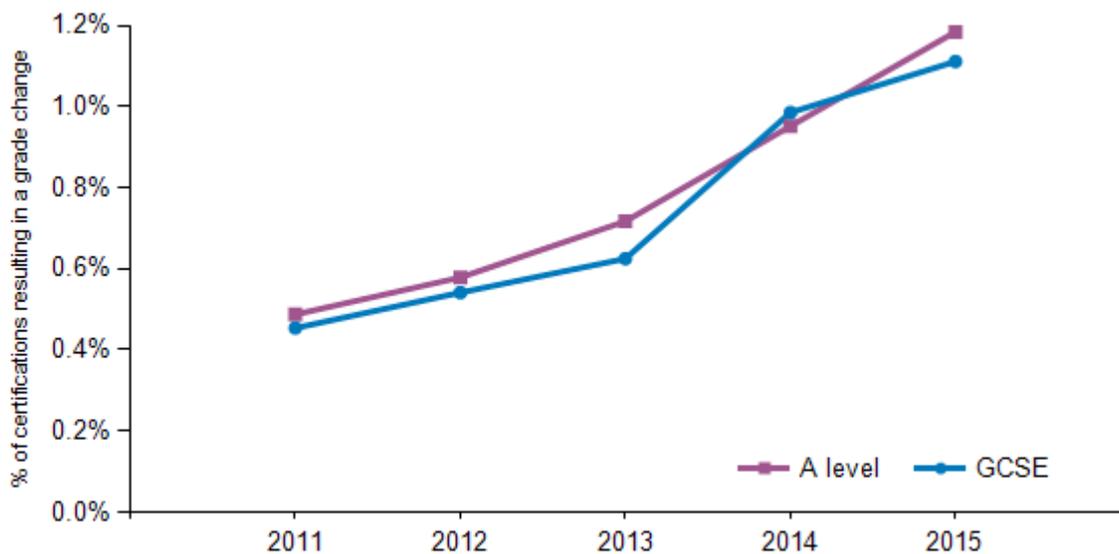
This is slightly lower than last year when 19.1 per cent of grades challenged resulted in a change (see table 3 and figure 2).

Figure 2: Percentage of GCSE and A level qualification results involved in enquiries that had a grade change, summer exam series, 2011–15



In summer 2015, the 62,350 GCSE grade changes represented 1.1 per cent of all GCSE certificates. For A level, the 28,600 grade changes represented 1.2 per cent of all A level certificates (see table 2 and figure 3).

Figure 3: Qualification grade changes resulting from an enquiry as a percentage of total certifications, summer exam series, 2011–15

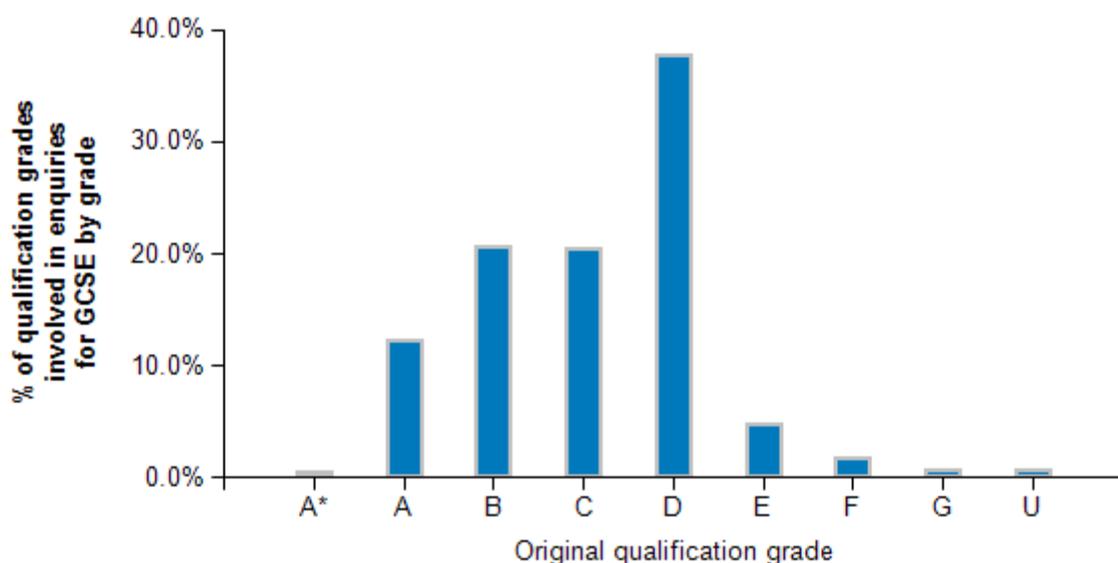


Grade changes for both GCSE and A level amount to just over 1.1 per cent of all certifications for both qualification levels. Over the last five years, there has been a steady increase in the percentage of overall certifications where the qualification grade changed following an enquiry (from 0.5 to 1.1 per cent for GCSEs and from 0.5 to 1.2 per cent for A level). This is in the context of a 117 per cent increase in the number of grades challenged during the same period.

Grades subject to an enquiry

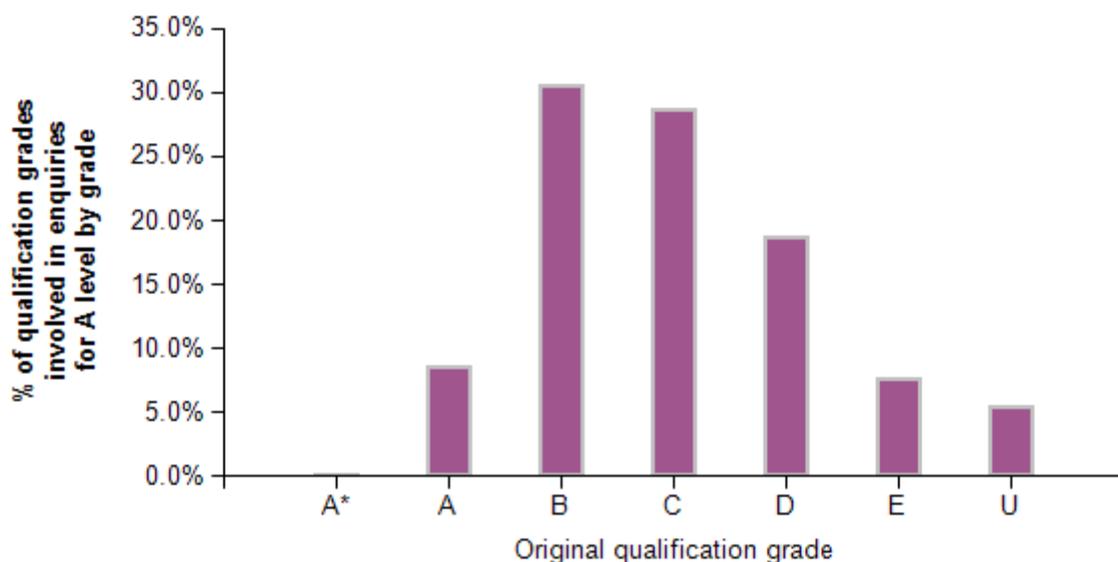
For GCSE, schools and colleges submitted more enquiries for candidates whose original grade was D than for any other grades. Of all GCSE grades involved in enquiries, 38 per cent (124,950) were originally graded D (see table 4 and figure 4).

Figure 4: Percentage of qualification grades involved in enquiries for GCSE, summer exam series 2015



For A level, schools and colleges submitted slightly more enquiries for candidates whose original grade was B (47,600 enquiries or 31 per cent), closely followed by enquiries for candidates whose original grade was C (44,650 enquiries or 29 per cent) (see table 4 and figure 5).

Figure 5: Percentage of qualification grades involved in enquiries for A level, summer exam series 2015



Services

Service 1: clerical recheck

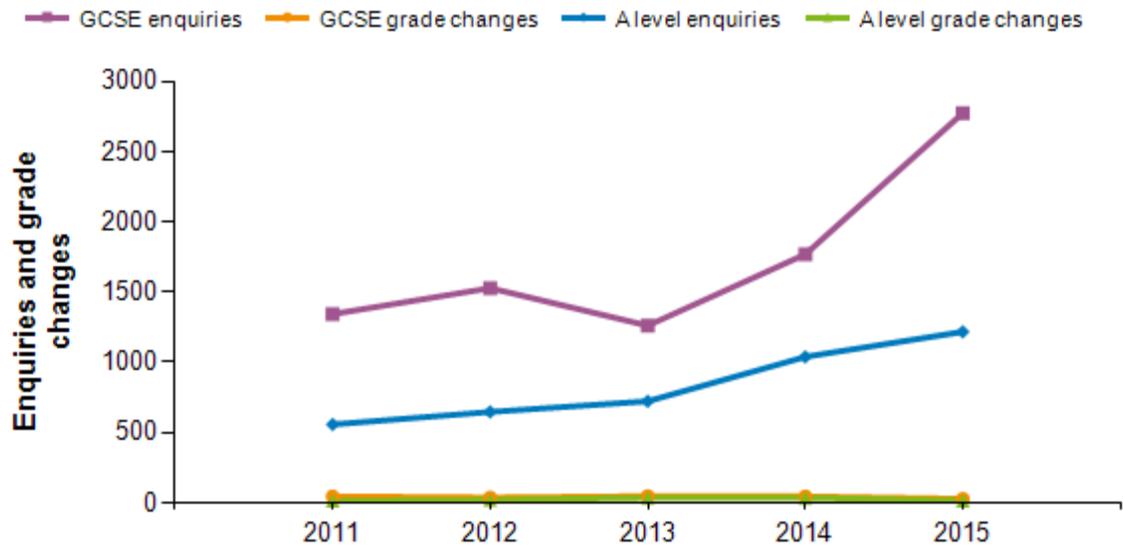
(See tables 3 and 5 and figure 6.)

In a service 1 enquiry, the exam board checks the script to make sure that every question has been marked and the total number of marks awarded for each paper is correctly added up and recorded.

For GCSE results, there were 2,750 enquiries at this service level, an increase of 57 per cent from the previous year. These enquiries relate to only 1,662 qualification results as enquiries are made for each individual unit or component of a qualification. Thirty of these enquiries resulted in a change to the overall qualification grade, representing 2 per cent of the grades challenged through service 1. This is compared with 4 per cent in summer 2014.

For A level results, there were 1,200 enquiries at this service level. This is up on last year when there were 1,050. The number of A level service 1 enquiries has seen a steady increase over the last five years with a 118 per cent increase. In 2015, these enquiries relate to 784 qualification results, of which 15 resulted in a change to the overall qualification grade, representing 2 per cent of the grades challenged through service 1. This is compared with 5 per cent in summer 2014.

Figure 6: Service 1 enquiries, summer exam series, 2011–15



Service 2 – non-priority: review of marking for an individual candidate

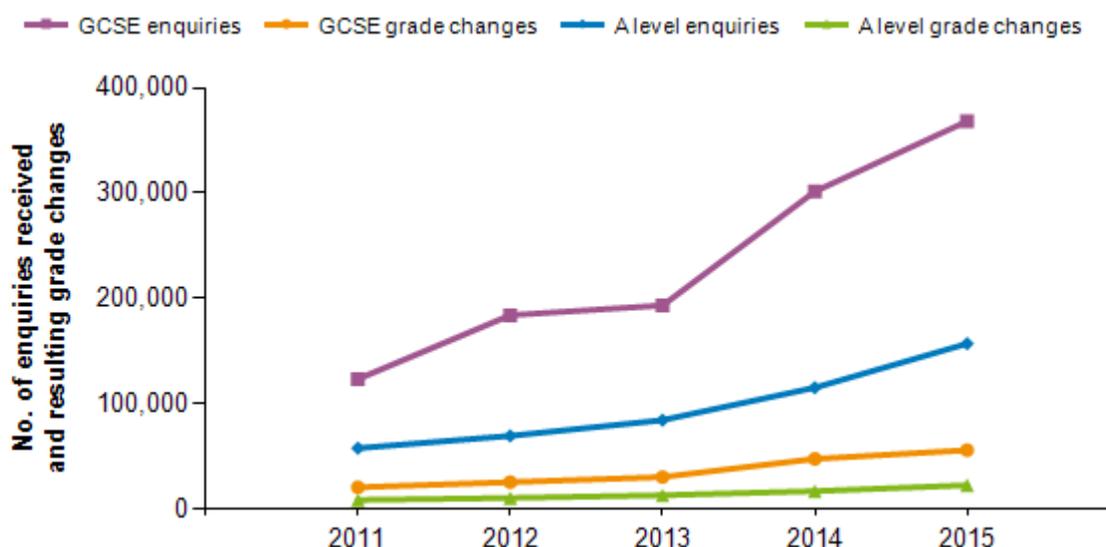
(See tables 3 and 6 and figure 7.)

In a service 2 enquiry, a second examiner reviews the marking of the original examiner to make sure the authorised mark scheme has been applied appropriately.

For GCSE results, there were 368,150 enquiries, an increase of 22 per cent on the previous year. These enquiries relate to 242,900 qualification results, of which 55,550 resulted in a change to the overall qualification grade (99 per cent of grades went up and 1 per cent went down). This represented nearly 23 per cent of the qualification grades challenged which is similar to the summer 2014 with 23 per cent of enquiries resulting in a grade change.

For A level results, there were 156,800 enquiries, an increase of 36 per cent from the previous year. These enquiries relate to 110,500 qualification results, of which 22,250 resulted in a change to the overall qualification grade (97 per cent of grades went up and 3 per cent went down). This represented 20 per cent of the qualification grades challenged which is consistent with last year.

Figure 7: Service 2 non-priority review of marking enquiries, summer exam series, 2011–15

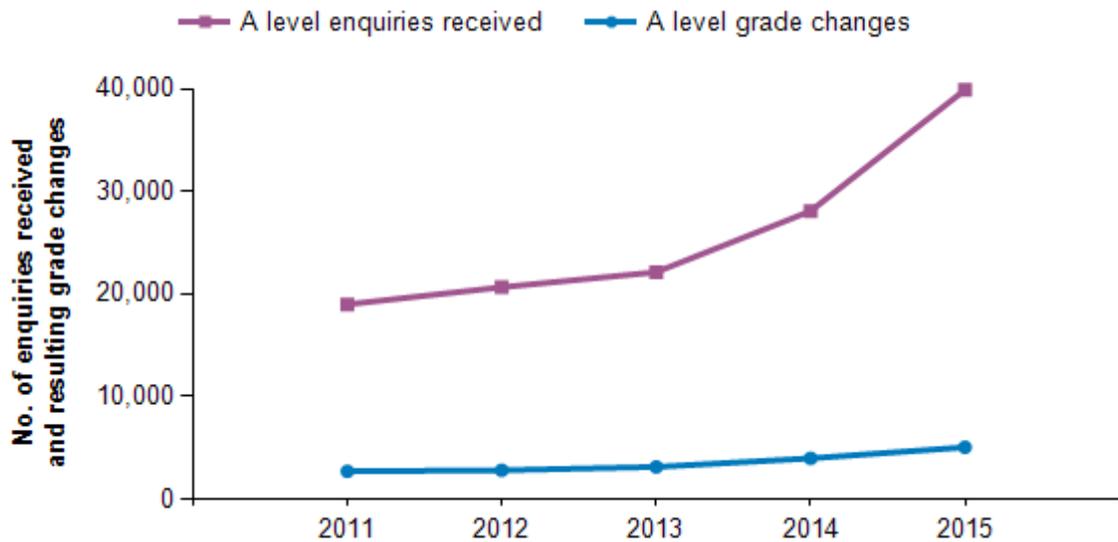


Service 2 – priority: review of marking for an individual candidate (A level)

(See tables 3 and 7 and figure 8.)

For A level results, there were 39,900 priority enquiries, an increase of 42 per cent on the previous year. These enquiries relate to 27,100 qualification results, of which 5,050 resulted in a change to the overall qualification grade (99 per cent of grades went up and 1 per cent went down), representing 19 per cent. This is compared with 21 per cent in summer 2014.

Figure 8: Priority service 2 review of marking enquiries, summer exam series, 2011–15



Service 3: re-moderation of internal assessment

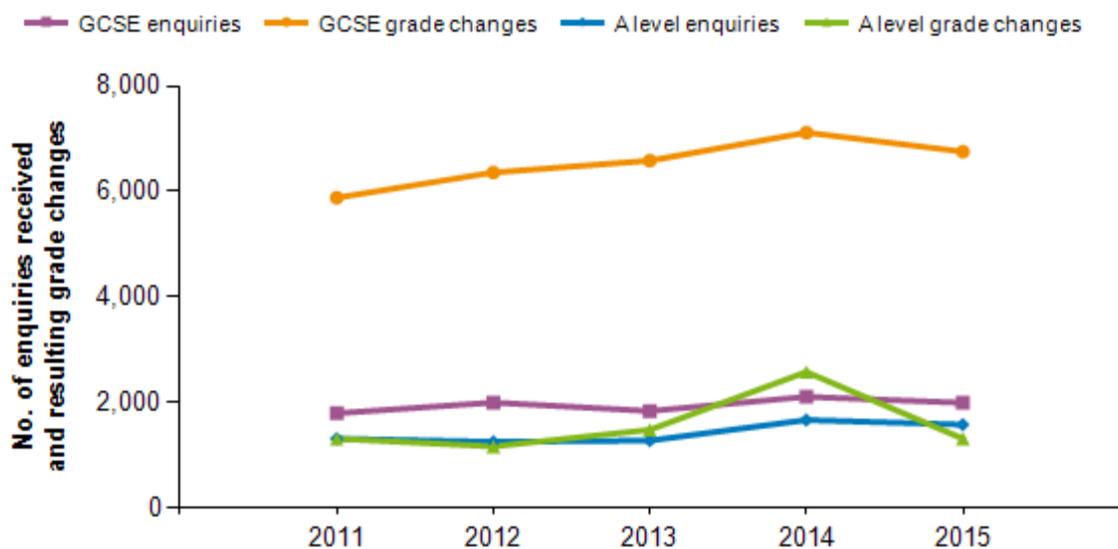
(See tables 3 and 8 and figure 9.)

Exam boards moderate a sample of candidates' work to check the schools and colleges' marking (a sample consists of several candidates' work). Therefore these enquiries each apply to a number of candidates within a school or college, not to individual candidates. This service is only available as a re-moderation of the work from the original sample of candidates. A single re-moderation enquiry from a school or college may therefore result in grade changes for more than one candidate.

For GCSE results, there were 2,000 enquiries, a decrease of 5 per cent on the previous year. These enquiries relate to 80,950 qualification results, of which 6,750 resulted in a change to the overall qualification grade, representing 8.3 per cent of the grades challenged through service 3. This is compared with 8.9 per cent in summer 2014.

For A level results, there were 1,550 enquiries, a decrease of 6 per cent on the previous year. These enquiries relate to 16,700 qualification results, of which 1,300 resulted in a change to the overall qualification grade, representing 8 per cent of the grades challenged through service 3. This is compared with 13 per cent in summer 2014.

Figure 9: Service 3 enquiries, summer exam series, 2011–15



Average response time

The *GCSE, GCE, Principal Learning and Project Code of Practice*⁵ currently sets out the maximum timescales within which exam boards should complete enquiries submitted by schools and colleges and report the outcome. The turnaround period for completing enquiries begins 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.

Two-hundred and twenty nine enquiries are still being processed, and although they have not yet been finalised, most are still currently within the agreed turnaround times (180 out of 229).

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 in summer 2015 was five days, up from four last summer. For service 2, there has been a decrease in the time taken, from 11 days in 2014 to 9 days this year. Service 3 has also decreased from 16 days in 2014 to 9 days this year.

For A level, the service 1 completion time is up from four days in 2014 to six days in 2015. Service 2 is down, from 12 days last year to 8 days this year. Priority service 2 took, on average, five days to complete in 2015, compared with seven days in 2014. The service 3 completion time is down from 18 days in 2014 to 10 days this year (see tables 9 and 10).

A breakdown of the time taken by each exam board can be found in tables 9 and 10.

⁵ www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice

Unit and subject information

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 than in others. For most units, requests for a review of marking from schools and colleges are only a small proportion of the total candidates taking that unit (See tables 11, 12 and 13.)

The majority of enquiries (99 per cent) are for service 2, priority and non-priority. Tables 11, 12 and 13 list the five units from each exam board in summer 2015 that received the highest proportion of enquiries for service 2.⁶ Figures from last year are shown for comparison.

Some subject areas appear more frequently in this list than others, with English and English language appearing for several of the exam boards at GCSE. At A level, English literature and history feature more prominently.

⁶ Based on units/components that had entries of 1,000 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*⁷ 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 review the marking with the candidate's consent.

Candidates cannot ask exam boards to review the marking – 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 that 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.⁸

Each exam board offers three post-results services for reviewing and checking exam papers and internal assessment:

- Service 1: a clerical recheck for an individual candidate
- Service 2: a review of marking for an individual candidate
- Service 3: a re-moderation of the school or college's internal assessment using the sample of candidates' work that was used in the initial moderation.

⁷ www.gov.uk/government/uploads/system/uploads/attachment_data/file/371268/2011-05-27-code-of-practice.pdf

⁸ For service 1 and service 2, grades have been adjusted downwards as well as upwards since 2001. For service 3, grades can only be confirmed or raised.

Service 1: clerical check of an individual candidate's script

The exam board checks the script to make sure that 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: review of marking for an individual candidate

A second examiner reviews the marking of the original examiner to make sure that the authorised mark scheme has been applied appropriately by the first examiner. The exam board also does a full clerical 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 on 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 or college's internal assessment using the sample of candidates' work

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

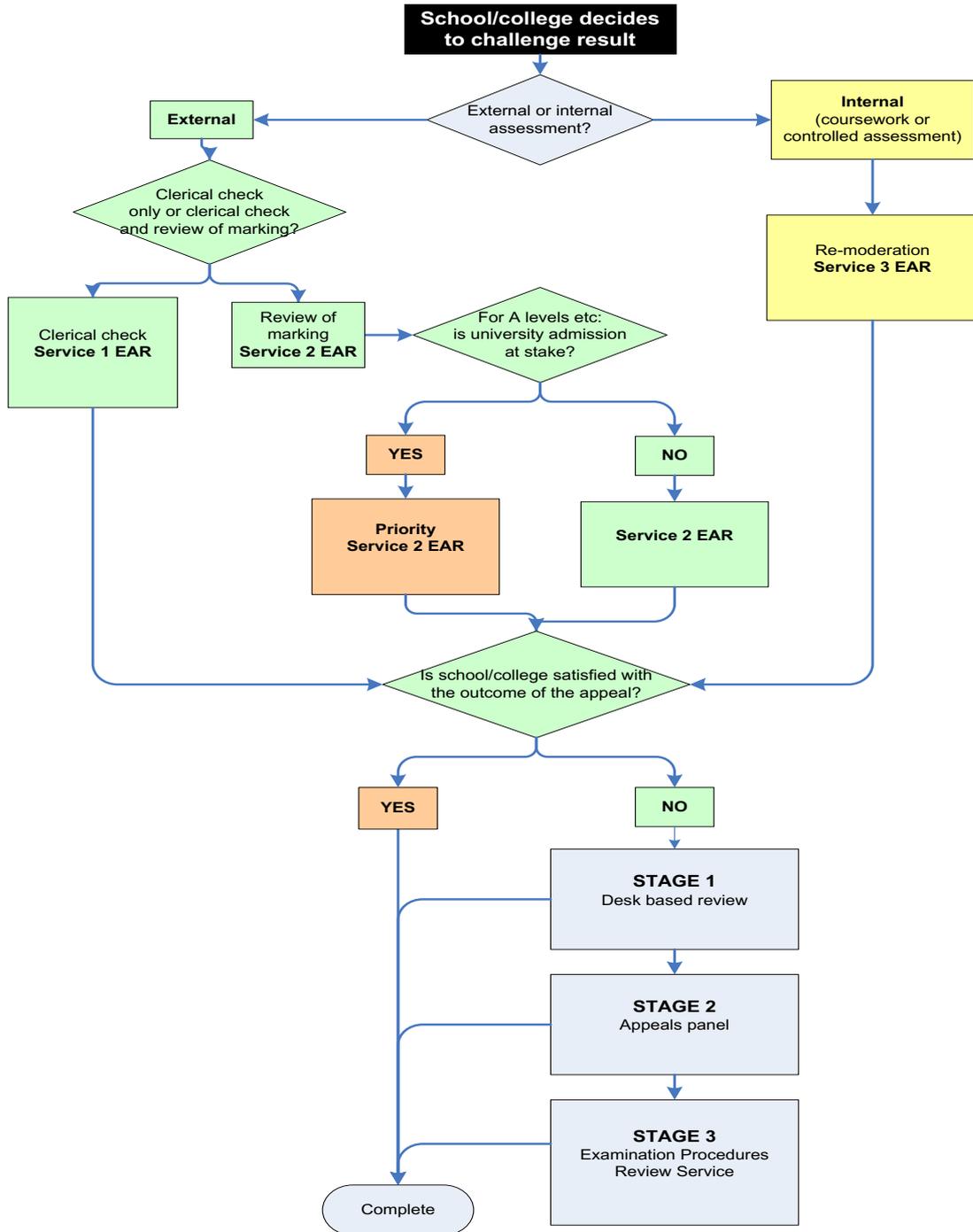
The exam board re-moderates a school or college's internal assessment marks and provides feedback on their assessment of the candidates' work. This service must be requested by 20th September. The deadline by which exam boards must notify schools and colleges about the outcomes of enquiries about results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

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.⁹ A report presenting the data on appeals for the summer 2015 exam series will be published by Ofqual in March 2016.

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

Enquiries about results and appeals process



⁹ www.gov.uk/appeal-exam-result

Data source

Exam boards provide the data for the GCSEs and A levels that they have awarded in England, Wales and Northern Ireland. Data also include other UK regions such as the Isle of Man and overseas entries.

Limitations of data

There is potential for error in the information provided by exam boards, therefore Ofqual cannot guarantee that the information received is correct. Ofqual compares the data over time and checks for systematic issues. Summary data are sent back to exam boards for checking and confirmation.

Quality assurance procedures are carried out as explained in the *Quality Assurance Framework for Statistical Publications*¹⁰ and the *Data Audit Framework – Statistical Information*¹¹ to ensure the accuracy of the data and challenge or question it, where necessary. Ofqual continuously manages this process by:

- ensuring that data providers are clear about what is required of them – a process helped by ensuring that providers are fully consulted during the initial design and any subsequent change phases;
- reminding all providers (if appropriate) that, as a condition of them being regulated, all data must be completely accurate;
- being alert to unexpected changes in the data submitted by comparing individual returns over time from the same provider;
- actively challenging any unexpected results with the data providers;
- having a proportionate data auditing framework in place, allowing for auditing of providers' information collection, collation and delivery processes as necessary, using a wide range of tools from questionnaires to on-site process audits.

Publication might be deferred if the statistics are not considered fit for purpose.

Comparisons in this release are made with data from the previous five years, where available.

¹⁰ www.gov.uk/government/publications/ofquals-statistics-policies-and-procedures

¹¹ www.gov.uk/government/publications/ofquals-statistics-policies-and-procedures

Geographical coverage

In this release, Ofqual presents data on enquiries about results for all GCSEs and A levels. The majority of GCSEs and A levels are taken in England, Wales and Northern Ireland. However, this release does include other UK regions and overseas.

Revisions

Once published, data are not usually subject to revision, although subsequent releases might be revised to insert late data or to correct an error. Ofqual's *Corrections and Revisions Policy for Official Statistics*¹² is available online.

Completeness of the data

The exam boards send data to Ofqual annually. Any provider that does not return a complete set of data within the collection period is contacted to make sure the data are as complete as possible. For this release, Ofqual received data from all the exam boards.

Confidentiality and rounding

To ensure confidentiality of the published accompanying data, and for ease of use, the figures have been rounded to the nearest 50. If the value is less than 25, it is represented as 0~ and 0 represents zero enquiries or grade changes.

The number of enquiries and qualification grade challenged for service 1 was rounded to the nearest 50. The number of qualification grades changed was rounded to the nearest 5 while other figures related to service 1 have not been rounded.

As a result of rounded figures, the percentages (calculated on actual figures) shown in any tables may not necessarily add up to 100.

Ofqual's *Statement on Confidentiality*¹³ and *Rounding Policy*¹⁴ are available online.

Users of these statistics

These statistics are of particular interest to Ofqual, recognised exam boards and the Department for Education. Ofqual uses these statistics to ensure that GCSEs and A levels are fit for purpose and meet expected standards. Central government officials use the statistics for policy implementation and ministerial briefings.

¹² www.gov.uk/government/publications/ofquals-statistics-policies-and-procedures

¹³ www.gov.uk/government/publications/ofquals-statistics-policies-and-procedures

¹⁴ www.gov.uk/government/publications/ofquals-statistics-policies-and-procedures

Related statistics and publications

A number of other statistical releases and publications relate to this one:

- *Statistical First Release: GCSE and Equivalent Results in England 2014/15 (Provisional)*,¹⁵ published by the Department for Education, covers students' achievements in GCSEs and the equivalent regulated qualifications in schools at the end of Key Stage 4.
- *Statistical First Release: A Level and other Level 3 Results in England, Academic Year 2014 to 2015 (Provisional)*,¹⁶ published by the Department for Education, provides information on achievements in advanced level examinations.

Useful information

A glossary of terms is available on page 23 to help you interpret this release.

You can find the publication schedule for the next releases on Ofqual's website.¹⁷

User feedback

Ofqual is running a rolling series of online surveys to make sure its statistical releases meet your needs.

Ofqual would like to invite you to take part in the online survey for this release.

www.surveygizmo.com/s3/1474896/enquiries-about-results-for-gcse-and-a-level-v1

It will take about ten minutes to complete. Your responses will remain entirely confidential in any reports published about the survey.

If you have any questions or would prefer a paper or large-type copy of the survey, please contact us at: statistics@ofqual.gov.uk.

¹⁵ www.gov.uk/government/statistics/provisional-gcse-and-equivalent-results-in-england-2014-to-2015

¹⁶ www.gov.uk/government/statistics/a-level-and-other-level-3-results-2014-to-2015-provisional

¹⁷ www.gov.uk/government/statistics/announcements

Glossary of terms

A levels – also known as General Certificates of Education, are available as advanced level qualifications (A levels) and advanced subsidiary (AS). They are the main qualifications that young people use to gain entry to university.

Certificate/certification – a formal acknowledgement of a student's achievement. This will be any award that is not graded as U, absent or X (fail).

GCSEs – 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.

Appendix

Table 1	Number of certifications for GCSE and A level, summer exam series, 2011–15
Table 2	Enquiries that resulted in a qualification grade change for the summer exam series by qualification, 2011–15
Table 3	A level and GCSE qualification grade changes for each service, and proportion of grades challenged that resulted in a grade change, summer exam series, 2011–15
Table 4	Qualification grades challenged through enquiries about results, summer exam series 2015 (and 2014)
Table 5	Service 1 (clerical recheck) enquiries for the summer exam series by qualification, 2011–15
Table 6	Service 2 (non-priority review of marking) enquiries for the summer exam series by qualification, 2011–15
Table 7	Service 2 (priority review of marking) enquiries for the summer exam series by qualification, 2011–15
Table 8	Service 3 (re-moderation of internal assessment) enquiries for the summer exam series by qualification, 2011–15
Table 9	Average resolution time in days for completing GCSE enquiries, summer exam series, 2011–15
Table 10	Average resolution time in days for completing A level enquiries, summer exam series, 2011–15
Table 11	GCSE examined units with highest proportion of enquiries for service 2, summer exam series 2015 (and 2014)
Table 12	A level examined units with highest proportion of enquiries for service 2, summer exam series 2015 (and 2014)
Table 13	A level units with highest proportion of enquiries for priority service 2, summer exam series 2015 (and 2014)

Table 1: Number of certifications for GCSE and A level, summer exam series, 2011–15

England, Wales, Northern Ireland, other UK regions and overseas

	Year	AQA	Pearson	OCR	CCEA	WJEC	ICAA(E)	Total
GCSE (certifications)	2011	2,552,650	1,377,650	1,059,350	149,300	622,550	16,200	5,777,700
	2012	2,513,350	1,435,000	1,053,650	141,050	677,150	1,950	5,822,100
	2013	2,529,150	1,570,150	950,050	136,000	685,850	850	5,872,050
	2014	2,314,900	1,546,650	857,550	144,100	665,550	0	5,528,750
	2015	2,347,900	1,622,000	826,800	147,200	666,650	0	5,610,550
A level (certifications)	2011	1,048,050	581,650	630,600	54,700	199,050	0	2,514,050
	2012	1,013,350	585,150	588,550	63,050	197,400	0	2,447,500
	2013	1,008,250	586,400	569,100	63,650	197,000	0	2,424,450
	2014	1,027,950	592,350	548,450	65,500	206,300	0	2,440,550
	2015	1,033,350	571,800	532,500	69,100	209,200	0	2,416,000
Total certifications	2011	3,600,700	1,959,300	1,690,000	204,000	821,600	16,200	8,291,700
	2012	3,526,700	2,020,150	1,642,200	204,100	874,550	1,950	8,269,650
	2013	3,537,400	2,156,550	1,519,150	199,700	882,850	850	8,296,500
	2014	3,342,850	2,139,000	1,406,000	209,600	871,850	0	7,969,300
	2015	3,381,250	2,193,800	1,359,350	216,300	875,850	0	8,026,550
GCSE (entries)	2012	6,897,000	3,695,450	2,938,150	335,500	1,942,450	1,950	15,810,450
	2013	6,532,250	3,540,650	2,433,700	424,050	1,943,450	850	14,874,900
	2014	6,712,050	4,281,800	2,799,000	423,450	2,353,150	0	16,569,450
	2015	6,856,800	4,339,750	2,684,400	433,750	2,346,750	0	16,661,450
A level (entries)	2012	2,075,650	1,464,800	1,333,500	144,700	423,200	0	5,441,800
	2013	2,072,700	1,459,600	1,311,500	147,100	424,350	0	5,415,300
	2014	2,389,950	1,542,650	1,436,400	157,500	473,500	0	6,000,000
	2015	2,403,300	1,470,000	1,384,700	173,550	491,800	0	5,923,350
Total entries	2012	8,972,600	5,160,250	4,271,650	480,200	2,365,650	1,950	21,252,250
	2013	8,605,000	5,000,250	3,745,200	571,150	2,367,800	850	20,290,250
	2014	9,102,000	5,824,450	4,235,400	580,950	2,826,650	0	22,569,450
	2015	9,260,100	5,809,750	4,069,100	607,300	2,838,550	0	22,584,750

Source: Exams monitoring data

Notes:

1. Data are supplied by exam boards.
2. All figures are rounded to the nearest fifty.
3. Figures have been rounded independently so may not add up to the total.
4. ICAA(E) awarded GCSEs for the last time in 2013.
5. Entry figures were collected differently in 2011, which is why entry data prior to 2012 is not included.

Table 2: Enquiries that resulted in a qualification grade change for the summer exam series by qualification, 2011–15

England, Wales, Northern Ireland, other UK regions and overseas

		Number of qualification grade changes							% of certifications where qualification grade changed following enquiry
		Service 2		Total			Total		
Year	Service 1	Non-priority	Priority		Service 3				
GCSE	2011	45	20,300		20,300	5,900	26,200	0.45%	
	2012	37	25,100		25,100	6,350	31,500	0.54%	
	2013	47	30,050		30,050	6,600	36,700	0.62%	
	2014	45	47,300		47,300	7,100	54,450	0.99%	
	2015	28	55,550		55,550	6,750	62,350	1.11%	
A level	2011	14	8,250	2,700	10,900	1,300	12,250	0.49%	
	2012	21	10,200	2,800	13,000	1,150	14,150	0.58%	
	2013	35	12,750	3,100	15,850	1,450	17,400	0.72%	
	2014	34	16,650	3,950	20,600	2,550	23,200	0.95%	
	2015	16	22,250	5,050	27,300	1,300	28,600	1.18%	

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects.
3. All figures have been rounded to the nearest 50 with the exception of service 1 as these figures are too small.
4. Figures have been rounded independently so may not add up to the total.
5. Percentages have been calculated on actual figures

Table 3: A level and GCSE qualification grade changes for each service, and proportion of grades challenged that resulted in a grade change, summer exam series, 2011–15

England, Wales, Northern Ireland, other UK regions and overseas

	Year	GCSE					A level					Total for both GCSE and A level				
		2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Service 1	Qual grades changed	45	40	45	45	30	15	20	35	35	15	60	60	80	80	45
	Unchanged	955	926	929	1,082	1,634	392	441	476	679	768	1,347	1,367	1,405	1,761	2,402
	Total grades challenged	1,000	963	976	1,127	1,662	406	462	511	713	784	1,406	1,425	1,487	1,840	2,446
	% of grades changed	4.50%	3.84%	4.82%	3.99%	1.68%	3.45%	4.55%	6.85%	4.77%	2.04%	4.20%	4.07%	5.51%	4.29%	1.80%
Non-priority	Qual grades changed	20,300	25,100	30,050	47,300	55,550	8,250	10,200	12,750	16,650	22,250	28,500	35,300	42,800	63,950	77,800
	Unchanged	75,550	105,550	117,400	155,300	187,350	33,150	41,950	49,850	65,400	88,250	108,700	147,500	167,250	220,700	275,600
	Total grades challenged	95,850	130,650	147,450	202,600	242,900	41,350	52,150	62,600	82,050	110,500	137,200	182,800	210,050	284,650	353,400
	% of grades changed	21.17%	19.22%	20.38%	23.35%	22.87%	19.90%	19.52%	20.36%	20.31%	20.14%	20.79%	19.30%	20.38%	22.47%	22.01%
Priority	Qual grades changed						2,700	2,800	3,100	3,950	5,050	2,700	2,800	3,100	3,950	5,050
	Unchanged						11,000	12,750	13,000	15,200	22,050	11,000	12,750	13,000	15,200	22,050
	Total grades challenged						13,700	15,550	16,150	19,150	27,100	13,700	15,550	16,150	19,150	27,100
	% of grades changed						19.64%	17.99%	19.35%	20.67%	18.60%	19.64%	17.99%	19.35%	20.67%	18.60%
Total Service 2	Qual grades changed	20,300	25,100	30,050	47,300	55,550	10,900	13,000	15,850	20,600	27,300	31,200	38,100	45,950	67,900	82,850
	Unchanged	75,550	105,550	117,400	155,300	187,350	44,150	54,750	62,900	80,600	110,250	119,700	160,250	180,300	235,900	297,650
	Total grades challenged	95,850	130,650	147,450	202,600	242,900	55,050	67,700	78,750	101,200	137,550	150,900	198,350	226,200	303,800	380,500
	% of grades changed	21.17%	19.22%	20.38%	23.35%	22.87%	19.84%	19.17%	20.16%	20.38%	19.84%	20.68%	19.20%	20.30%	22.36%	21.77%
Service 3	Qual grades changed	5,900	6,350	6,600	7,100	6,750	1,300	1,150	1,450	2,550	1,300	7,200	7,500	8,050	9,700	8,050
	Unchanged	57,400	62,850	72,350	72,850	74,200	16,650	13,650	14,500	16,850	15,350	74,050	76,500	86,850	89,650	89,550
	Total grades challenged	63,250	69,200	78,900	79,950	80,950	17,950	14,800	15,950	19,400	16,700	81,250	84,000	94,900	99,350	97,650
	% of grades changed	9.29%	9.19%	8.34%	8.90%	8.34%	7.26%	7.83%	9.23%	13.24%	7.82%	8.84%	8.95%	8.49%	9.75%	8.25%
Total for all services	Total grades up	26,050	31,300	36,500	54,050	61,950	12,000	13,800	17,000	22,600	27,800	38,000	45,100	53,500	76,600	89,750
	Total grades down	150	200	150	450	400	250	350	400	650	800	450	550	600	1,050	1,200
	Total Qual grades changed	26,200	31,500	36,700	54,450	62,350	12,250	14,150	17,400	23,200	28,600	38,450	45,650	54,050	77,700	90,950
	Unchanged	133,900	169,300	190,650	229,200	263,200	61,200	68,800	77,850	98,100	126,400	195,100	238,100	268,500	327,300	389,600
	Total grades challenged	160,100	200,800	227,350	283,700	325,550	73,450	82,950	95,250	121,300	155,000	233,550	283,750	322,600	405,000	480,550
	% of grades changed	16.37%	15.69%	16.13%	19.20%	19.15%	16.67%	17.06%	18.25%	19.14%	18.45%	16.47%	16.09%	16.76%	19.18%	18.92%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects.
3. 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.
4. Figures have been rounded to the nearest 50, with the exception of Service 1 where figures on the number of qualification grades changed were rounded to the nearest 5.

Table 4: Qualification grades challenged through enquiries about results, summer exam series 2015 (and 2014)

England, Wales, Northern Ireland, other UK regions and overseas

Year	Qualification	Qualification Grades Challenged								
		A*	A	B	C	D	E	F	G	U
2015	GCSE	2,150	40,650	68,400	68,100	124,950	16,100	6,000	2,550	2,250
	%	0.65%	12.28%	20.65%	20.57%	37.73%	4.86%	1.81%	0.76%	0.68%
2015	A level	300	13,300	47,600	44,650	29,150	11,900	0	0	8,450
	%	0.20%	8.55%	30.63%	28.75%	18.77%	7.67%	0.00%	0.00%	5.44%
Qualification Grades Challenged										
Year	Qualification	A*	A	B	C	D	E	F	G	U
2014	GCSE	3,250	37,500	56,100	54,800	102,750	14,700	5,650	2,600	1,850
	%	1.17%	13.43%	20.09%	19.62%	36.80%	5.27%	2.02%	0.92%	0.67%
2014	A level	300	11,800	37,100	33,750	21,350	8,850	0	0	6,400
	%	0.26%	9.87%	31.01%	28.24%	17.86%	7.40%	0.00%	0.00%	5.36%

Source: EPG exams monitoring data

Notes:

1. Figures include applied subjects, other UK regions e.g. Isle of Man and overseas entries.
2. Double awards have not been included this year as numbers are so small. It also enables comparisons of single awards, with previous years, to be shown in the same table.
3. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
4. If the value is less than 25, it is represented as 0~ and 0 represents zero enquiries or grade changes.
5. A levels do not have grades F or G.
6. Percentages are calculated on actual figures.

Table 5: Service 1 (clerical recheck) enquiries for the summer exam series by qualification, 2011–15

Table 5: Service 1 (clerical re-check) enquiries for the summer exam series, by qualification, 2011–15

GCSE							A level				
	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	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)
Total	2011	1,350	1,350	100.00%	50	0.001%	550	550	100.00%	0	0.001%
	2012	1,550	1,550	100.00%	50	0.001%	650	650	100.00%	0	0.001%
	2013	1,250	1,250	100.00%	50	0.001%	700	700	100.00%	50	0.001%
	2014	1,750	1,750	100.00%	50	0.001%	1,050	1,050	100.00%	50	0.001%
	2015	2,750	2,600	93.36%	50	0.000%	1,200	1,100	90.21%	0	0.001%

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects.
3. ICAA(E) awarded GCSEs for the last time in 2013.
4. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
5. Percentages are calculated on actual figures.

Source: EPG exams monitoring data

Table 6: Service 2 (non-priority review of marking) enquiries for the summer exam series by qualification, 2011–15

England, Wales, Northern Ireland, other UK regions and overseas												
GCSE							A level					
		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	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	2011	57,350	57,350	100.00%	10,000	0.39%	23,150	23,150	100.00%	4,150	0.40%	
	2012	81,200	81,200	100.00%	12,850	0.51%	29,200	29,200	100.00%	5,450	0.54%	
	2013	80,750	80,750	100.00%	15,550	0.61%	36,100	36,100	100.00%	6,650	0.66%	
	2014	125,950	125,950	100.00%	23,650	1.02%	51,650	51,650	100.00%	9,000	0.87%	
	2015	150,500	147,300	97.89%	27,300	1.16%	72,400	70,350	97.17%	12,350	1.20%	
Pearson	2011	30,900	30,900	100.00%	5,600	0.41%	13,700	13,700	100.00%	1,600	0.27%	
	2012	45,000	45,000	100.00%	5,550	0.39%	16,500	16,500	99.97%	1,650	0.28%	
	2013	55,050	55,050	100.00%	6,400	0.41%	19,700	19,700	99.99%	2,050	0.35%	
	2014	94,700	94,700	100.00%	10,050	0.65%	26,550	26,550	100.00%	2,700	0.46%	
	2015	124,150	124,100	99.99%	12,500	0.77%	33,800	33,800	99.98%	3,050	0.54%	
OCR	2011	19,900	19,900	100.00%	2,750	0.26%	14,900	14,900	100.00%	1,650	0.26%	
	2012	28,650	28,650	100.00%	3,850	0.36%	16,300	16,300	100.00%	1,950	0.33%	
	2013	27,950	27,950	100.00%	4,750	0.50%	20,600	20,600	100.00%	2,800	0.49%	
	2014	45,300	45,300	99.99%	8,200	0.96%	26,050	26,050	99.96%	3,200	0.59%	
	2015	50,450	50,450	100.00%	9,200	1.11%	36,950	36,950	99.99%	4,650	0.87%	
CCEA	2011	4,850	4,850	100.00%	600	0.39%	2,400	2,400	100.00%	350	0.67%	
	2012	5,200	5,200	100.00%	850	0.59%	2,950	2,950	100.00%	450	0.72%	
	2013	5,900	5,900	100.00%	850	0.61%	2,950	2,950	100.00%	450	0.68%	
	2014	6,100	6,100	100.00%	950	0.65%	3,750	3,750	100.00%	500	0.78%	
	2015	7,050	7,050	100.00%	1,000	0.69%	4,950	4,950	100.00%	700	0.98%	
WJEC	2011	10,050	10,050	100.00%	1,300	0.21%	3,300	3,300	100.00%	500	0.25%	
	2012	23,800	23,800	100.00%	2,000	0.30%	4,200	4,200	100.00%	700	0.35%	
	2013	23,500	23,500	100.00%	2,550	0.37%	4,750	4,750	100.00%	800	0.40%	
	2014	29,300	29,300	100.00%	4,450	0.67%	6,950	6,950	100.00%	1,250	0.59%	
	2015	36,050	36,050	100.00%	5,500	0.83%	8,700	8,700	100.00%	1,500	0.73%	
ICAA(E)	2011	150	150	100.00%	50	0.41%						
	2012	0	0	100.00%	0	0.00%						
	2013	0	0		0	0.00%						
Total	2011	123,150	123,150	100.00%	20,300	0.35%	57,450	57,450	100.00%	8,250	0.33%	
	2012	183,850	183,850	100.00%	25,100	0.43%	69,150	69,150	99.99%	10,200	0.42%	
	2013	193,100	193,100	100.00%	30,050	0.51%	84,100	84,100	100.00%	12,750	0.53%	
	2014	301,400	301,350	100.00%	47,300	0.86%	115,000	115,000	99.99%	16,650	0.68%	
	2015	368,150	364,950	99.14%	55,550	0.99%	156,800	154,750	98.69%	22,250	0.92%	

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects.
3. ICAA(E) awarded GCSEs for the last time in 2013.
4. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
5. If the value is less than 25, it is represented as 0~ and 0 represents zero enquiries or grade changes.
6. The incomplete enquiries for service 2 are still being processed, but are currently within deadlines.
7. Percentages are calculated on actual figures.

Source: EPG exams monitoring data

Table 7: Service 2 (priority review of marking) enquiries for the summer exam series by qualification, 2011–15

England, Wales, Northern Ireland, other UK regions and overseas

		A level				
		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)
AQA	2011	7,950	7,950	100.0%	1,450	0.14%
	2012	8,800	8,800	100.0%	1,500	0.15%
	2013	9,400	9,400	100.0%	1,650	0.16%
	2014	12,450	12,450	100.0%	2,000	0.20%
	2015	16,950	16,400	96.8%	2,600	0.25%
Pearson	2011	4,700	4,700	100.0%	450	0.08%
	2012	4,950	4,950	100.0%	500	0.09%
	2013	5,350	5,350	100.0%	500	0.08%
	2014	6,600	6,600	100.0%	650	0.11%
	2015	9,600	9,600	100.0%	800	0.14%
OCR	2011	4,550	4,550	100.0%	550	0.09%
	2012	5,000	5,000	100.0%	500	0.09%
	2013	5,500	5,500	100.0%	700	0.12%
	2014	6,900	6,900	100.0%	900	0.17%
	2015	10,100	10,100	100.0%	1,150	0.22%
CCEA	2011	900	900	100.0%	100	0.18%
	2012	1,000	1,000	100.0%	100	0.20%
	2013	900	900	100.0%	100	0.16%
	2014	950	950	100.0%	100	0.17%
	2015	1,450	1,450	100.0%	150	0.23%
WJEC	2011	850	850	100.0%	150	0.07%
	2012	900	900	100.0%	150	0.08%
	2013	1,000	1,000	100.0%	200	0.09%
	2014	1,200	1,200	100.0%	250	0.13%
	2015	1,850	1,850	100.0%	350	0.17%
Total	2011	18,950	18,950	100.0%	2,700	0.11%
	2012	20,650	20,650	100.0%	2,800	0.11%
	2013	22,100	22,100	100.0%	3,100	0.13%
	2014	28,050	28,050	100.0%	3,950	0.16%
	2015	39,900	39,350	98.7%	5,050	0.21%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects.
3. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
4. If the value is less than 25, it is represented as 0~ and 0 represents zero enquiries or grade changes.
5. Percentages are calculated on actual figures.

Table 8: Service 3 (re-moderation of internal assessment) enquiries for the summer exam series by qualification, 2011–15

England, Wales, Northern Ireland, other UK regions and overseas

GCSE							A level				
		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	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	2011	800	800	99.6%	3,350	0.13%	350	350	99.7%	550	0.05%
	2012	800	800	99.8%	3,450	0.14%	350	350	100.0%	300	0.03%
	2013	800	800	100.0%	3,700	0.15%	400	400	100.0%	450	0.05%
	2014	850	850	100.0%	3,250	0.14%	550	550	98.9%	650	0.06%
	2015	900	900	98.8%	3,900	0.17%	600	600	96.6%	600	0.06%
Pearson	2011	650	650	98.8%	1,950	0.14%	550	550	99.8%	550	0.09%
	2012	700	700	99.9%	1,700	0.12%	400	400	99.8%	400	0.07%
	2013	600	600	100.0%	2,150	0.14%	400	400	100.0%	550	0.09%
	2014	750	750	99.3%	2,550	0.17%	450	450	99.6%	850	0.14%
	2015	650	600	93.5%	1,900	0.12%	400	400	95.8%	300	0.06%
OCR	2011	300	300	100.0%	550	0.05%	350	350	100.0%	200	0.03%
	2012	400	400	98.3%	1,150	0.11%	400	400	99.8%	450	0.08%
	2013	350	350	100.0%	700	0.07%	400	400	100.0%	450	0.08%
	2014	450	450	99.8%	1,250	0.15%	550	550	99.8%	1,050	0.19%
	2015	400	400	98.5%	950	0.11%	450	450	99.8%	400	0.07%
CCEA	2011	0~	0~	100.0%	0~	0.00%	0~	0~	100.0%	0	0.00%
	2012	0~	0~	100.0%	0~	0.00%	0~	0~	100.0%	0~	0.00%
	2013	50	50	100.0%	0~	0.02%	0~	0~	100.0%	0	0.00%
	2014	0~	0~	100.0%	0	0.00%	0~	0~	100.0%	0	0.00%
	2015	0~	0~	100.0%	0~	0.00%	0~	0~	100.0%	0~	0.01%
WJEC	2011	0~	0~	100.0%	0	0.00%	50	50	100.0%	50	0.02%
	2012	50	50	100.0%	50	0.00%	50	50	100.0%	0~	0.01%
	2013	50	50	100.0%	50	0.00%	50	50	100.0%	50	0.01%
	2014	50	50	100.0%	50	0.00%	100	100	100.0%	50	0.03%
	2015	0~	0~	100.0%	0	0.00%	100	100	100.0%	0~	0.01%
ICAA(E)	2011	0~	0~	100.0%	0~	0.01%					
	2012	0	0		0	0.00%					
	2013	0	0		0	0.00%					
Total	2011	1,800	1,800	99.4%	5,900	0.10%	1,300	1,300	99.8%	1,300	0.05%
	2012	2,000	2,000	99.5%	6,350	0.11%	1,250	1,250	99.8%	1,150	0.05%
	2013	1,850	1,850	100.0%	6,600	0.11%	1,250	1,250	100.0%	1,450	0.06%
	2014	2,100	2,100	99.7%	7,100	0.13%	1,650	1,650	99.5%	2,550	0.11%
	2015	2,000	1,950	97.0%	6,750	0.12%	1,550	1,550	97.5%	1,300	0.05%

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. ICAAE offered GCSEs for the last time in 2013.
4. 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.
5. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
6. If the value is less than 25, it is represented as 0~ and 0 represents zero enquiries or grade changes.
7. Percentages are calculated on actual figures.

Table 9: Average resolution time in days for completing GCSE enquiries, summer exam series, 2011–15

England, Wales, Northern Ireland, other UK regions and overseas

		Service 1		Service 2		Service 3	
		CoP deadline 20 calendar days		CoP deadline 30 calendar days		CoP deadline 40 calendar days	
		GCSE EaRs	Avg time taken	GCSE EaRs	Avg time taken	GCSE EaRs	Avg time taken
AQA	2011	385	2.31	57,350	4.83	800	9.00
	2012	425	4.15	81,200	8.00	800	10.96
	2013	569	3.84	80,750	7.68	800	11.61
	2014	602	5.06	125,950	9.59	850	13.26
	2015	811	15.71	150,500	9.05	900	9.73
Pearson	2011	445	0.98	30,900	4.01	650	11.97
	2012	368	0.60	45,000	4.70	700	10.45
	2013	396	0.80	55,050	4.60	600	10.56
	2014	599	2.58	94,700	4.89	750	12.42
	2015	1,049	1.80	124,150	7.00	650	11.07
OCR	2011	264	5.59	19,900	7.93	300	27.46
	2012	363	4.78	28,650	12.02	400	31.36
	2013	162	5.42	27,950	17.34	350	27.19
	2014	302	7.00	45,300	22.12	450	24.38
	2015	644	0.29	50,450	3.21	400	5.93
CCEA	2011	5	3.80	4,850	17.12	0	23.33
	2012	22	1.70	5,200	14.42	0	18.60
	2013	5	2.00	5,900	14.90	50	14.55
	2014	92	3.80	6,100	16.00	0	23.67
	2015	14	2.78	7,050	21.39	0	25.80
WJEC	2011	241	4.15	10,050	17.78	0	22.50
	2012	349	5.94	23,800	21.48	50	16.52
	2013	128	3.52	23,500	18.65	50	18.57
	2014	173	4.60	29,300	23.07	50	22.23
	2015	255	1.21	36,050	18.12	0	11.12
ICAA(E)	2011	0~	7.00	150	12.00	0	12.00
	2012	0		0	4.00	0	
	2013	0		0		0	
Total	2011	1,350	2.86	123,150	6.68	1,800	13.48
	2012	1,550	3.82	183,850	9.74	2,000	15.16
	2013	1,250	3.05	193,100	9.75	1,850	14.49
	2014	1,750	4.44	301,400	11.44	2,100	15.53
	2015	2,750	4.74	368,150	8.68	2,000	9.42

Source: EPG exams monitoring data

Notes:

1. Data are supplied by exam boards.
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. ICAAE offered GCSEs for the last time in 2013.
4. One day is based on a 24-hour period.
5. All figures have been rounded to the nearest 50, except for service 1 where they have not been rounded but the totals were rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
6. If the value is less than 5, it is represented as 0~ and 0 represents zero enquiries or grade changes.

Table 10: Average resolution time in days for completing A level enquiries, summer exam series, 2011–15

England, Wales, Northern Ireland, other UK regions and overseas

		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						
AQA	2011	227	2.14	23,150	6.30	7,950	3.88	350	7.87
	2012	167	3.25	29,200	8.54	8,800	5.09	350	9.08
	2013	299	3.47	36,100	8.28	9,400	5.11	400	9.60
	2014	408	3.36	51,650	8.94	12,450	6.04	550	12.00
	2015	532	14.11	72,400	9.02	16,950	7.28	600	10.31
Pearson	2011	110	0.98	13,700	4.99	4,700	3.00	550	10.94
	2012	146	1.31	16,500	4.50	4,950	2.97	400	9.68
	2013	143	0.68	19,700	4.50	5,350	2.62	400	8.19
	2014	278	1.92	26,550	4.97	6,600	2.95	450	13.06
	2015	216	1.99	33,800	5.59	9,600	3.09	400	10.96
OCR	2011	188	4.38	14,900	7.72	4,550	4.02	350	26.28
	2012	296	4.38	16,300	11.24	5,000	4.93	400	29.24
	2013	227	4.97	20,600	16.33	5,500	5.40	400	25.92
	2014	309	6.90	26,050	21.79	6,900	10.60	550	26.06
	2015	377	0.42	36,950	2.93	10,100	2.30	450	5.59
CCEA	2011	6	4.50	2,400	14.80	900	6.09	0	10.00
	2012	0~	2.50	2,950	12.96	1,000	6.76	0	16.00
	2013	29	2.00	2,950	13.60	900	6.97	0	24.00
	2014	2	3.00	3,750	14.90	950	7.94	0	23.00
	2015	11	1.62	4,950	19.91	1,450	6.99	0	14.80
WJEC	2011	26	2.81	3,300	11.03	850	6.00	50	22.22
	2012	33	1.14	4,200	14.37	900	8.70	50	26.37
	2013	24	0.64	4,750	12.69	1,000	7.00	50	6.32
	2014	41	0.76	6,950	20.03	1,200	8.76	100	18.93
	2015	80	0.65	8,700	22.38	1,850	12.59	100	25.95
Total	2011	550	2.72	57,450	6.99	18,950	3.89	1,300	14.41
	2012	650	3.22	69,150	8.75	20,650	4.78	1,250	16.52
	2013	700	3.23	84,100	9.80	22,100	4.74	1,250	14.26
	2014	1,050	3.93	115,000	11.80	28,050	6.61	1,650	17.55
	2015	1,200	5.91	156,800	7.92	39,900	5.22	1,550	10.13

Source: Exams monitoring data

Notes:

1. Data are supplied by exam boards.
2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. ICAAE offered GCSEs for the last time in 2013.
4. One day is based on a 24-hour period.
5. All figures have been rounded to the nearest 50, except for service 1 where they have not been rounded but the totals were rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
6. If the value is less than 5, it is represented as 0~ and 0 represents zero enquiries or grade changes.

Table 11: GCSE examined units with highest proportion of enquiries for service 2, summer exam series 2015 (and 2014)

Service 2 for GCSE summer 2014						Service 2 for GCSE summer 2015					
Unit/subject description			Number of enquiries	Number of entries	% of total entries	Unit/subject description			Number of enquiries	Number of entries	% of total entries
AQA	GCSE English and English language	ENG1F	8,300	97,100	8.57%	GCSE English and English language	ENG1H	18,050	191,400	9.44%	
	GCSE English and English language	ENG1H	13,750	174,900	7.87%	GCSE English and English language	ENG1F	7,850	92,850	8.45%	
	GCSE Drama	42401	1,650	22,150	7.36%	GCSE Classical civilisation	40203H	100	1,050	7.91%	
	GCSE Business subjects and economics	413012	150	2,750	6.25%	GCSE English and English language (NI)	NENG1H	100	1,350	7.40%	
	GCSE English and English language (NI)	NENG1H	100	1,850	5.96%	GCSE Classical civilisation	40202H	100	1,100	7.35%	
Pearson	GCSE English	5EH2H 01	450	6,100	7.70%	GCSE English	5EH2H 01	400	4,550	8.93%	
	GCSE Business studies & economics	5BS05 01	300	4,250	6.52%	GCSE English language	5EN2H 01	2,150	27,050	7.86%	
	GCSE History	KHI0 01	50	1,200	6.00%	GCSE English language	KEA0 01	800	10,300	7.68%	
	GCSE Physical education	5PE01 01	3,450	62,950	5.51%	GCSE Mathematics A	1MA0 1H	26,700	406,200	6.58%	
	GCSE History	KHI0 02	50	1,200	4.81%	GCSE Mathematics A	1MA0 2H	26,700	406,200	6.57%	
OCR	GCSE French	A704	1,150	11,350	9.93%	GCSE English language	A680	2,300	28,550	8.07%	
	GCSE English language	A680	1,850	31,200	5.91%	GCSE Engineering	A622	50	1,000	7.21%	
	GCSE Classical civilisation	A352	150	3,100	5.52%	GCSE French	A704	600	9,850	6.34%	
	GCSE Latin	A403	500	8,750	5.50%	GCSE Physical education	B453	550	10,050	5.66%	
	GCSE German	A714	200	4,000	5.43%	GCSE Physical education	B451	550	10,250	5.60%	
CCEA	GCSE Drama	G9250	100	1,100	7.30%	GCSE Drama	G9250	100	1,100	8.68%	
	GCSE Further mathematicss	GMF2	50	1,050	4.91%	GCSE Further mathematics	GMF1	150	3,050	5.39%	
	GCSE English literature	GET2	350	7,450	4.66%	GCSE Further mathematics	GMF2	200	3,600	5.31%	
	GCSE Physics	GPH2	150	2,700	4.64%	GCSE Business studies	GBS1	150	3,300	5.08%	
	GCSE Physics	GPH1	150	2,900	4.54%	GCSE French	GFR2	200	4,100	4.81%	
WJEC	GCSE English / English language unit 2	4172/02	4,150	67,400	6.16%	GCSE English / English language unit 2	4172/02	6,500	72,350	8.96%	
	GCSE English / English language unit 2	4172/01	2,500	41,550	6.05%	GCSE English / English language unit 1	4171/02	4,550	72,150	6.33%	
	GCSE Business studies	4080/SA	300	5,050	5.45%	GCSE English / English language unit 2	4172/01	2,200	36,350	6.08%	
	GCSE German unit 4 - writing	4264/01	300	6,000	4.88%	GCSE English / English language unit 1	4171/01	1,750	36,600	4.79%	
	GCSE English / English language unit 1	4171/01	1,950	42,750	4.52%	GCSE Business studies	4080/SA	250	5,400	4.62%	

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.
3. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
4. If the value is less than 25, it is represented as 0~ and 0 represents zero enquiries or grade changes.
5. Percentages are calculated on actual figures.

Source: Exams monitoring data

Table 12: A level examined units with highest proportion of enquiries for service 2, summer exam series 2015 (and 2014)

Service 2 for GCE summer 2014						Service 2 for GCE summer 2015					
Unit/subject description			Number of enquiries	Number of entries	% of total entries	Unit/subject description			Number of enquiries	Number of entries	% of total entries
AQA	GCE Music	MUS2B	150	1,200	13.57%	GCE Music	MUS2B	150	1,100	14.76%	
	GCE English literature A	LTA1A	350	4,150	8.48%	GCE Philosophy	PHLS1	650	4,450	14.22%	
	GCE Physical education	PHED1	950	11,500	8.31%	GCE History of art (The Western World)	HART2	200	1,450	12.05%	
	GCE English literature B	LITB1	2,250	27,800	8.17%	GCE English literature B	LITB1	2,700	26,850	10.14%	
	GCE French	FREN3	400	5,550	7.40%	GCE History	HIS1D	150	1,350	10.08%	
Pearson	GCE Music	6MU02 01	550	4,750	11.16%	GCE Music	6MU02 01	500	4,500	10.68%	
	GCE Music technology	6MT01 01	300	4,050	7.89%	GCE Physical education	6PE01 01	250	2,400	9.73%	
	GCE Music technology	6MT03 01	200	2,500	6.98%	GCE Music technology	6MT01 01	350	3,600	9.08%	
	GCE Drama & theatre	6DR02 01	850	12,150	6.94%	GCE Physical education	6PE03 01	100	1,350	8.01%	
	GCE History	6HI01 E	150	2,950	5.92%	GCE Music technology	6MT03 01	150	2,250	7.58%	
OCR	GCE English literature	F661	1,350	16,950	7.88%	GCE English literature	F661	1,450	16,750	8.68%	
	GCE Economics	F581	1,050	13,350	7.78%	GCE History A	F961	700	9,200	7.72%	
	GCE History A	F961	700	9,700	7.07%	GCE Spanish	F722	100	1,200	7.53%	
	GCE Performance studies	G402	50	1,050	7.01%	GCE Government and politics	F851	100	1,250	7.19%	
	GCE History A	F964	650	10,100	6.52%	GCE Classics: Classical civilisation	F382	150	2,200	7.13%	
CCEA	GCE AS English literature	AL12	250	2,650	10.33%	GCE AS English literature	AL12	300	2,700	11.96%	
	GCE AS History	AH11	200	3,100	6.68%	GCE AS History	AH11	300	3,250	9.85%	
	GCE AS History	AH12	200	3,200	6.45%	GCE AS Government and politics	AQ11	100	1,300	8.04%	
	GCE AS Business studies	AT11	100	1,650	5.65%	GCE AS History	AH12	250	3,400	7.52%	
	GCE AS Geography	AG11	150	2,550	5.47%	GCE AS Business studies	AT11	150	1,950	6.59%	
WJEC	GCE English literature LT1	1171/01	1,000	12,650	7.83%	GCE English literature LT1	1171/01	1,150	13,000	8.73%	
	GCE French FN1: AS oral	1191/02	50	1,300	5.22%	GCE Drama DA2: Text in performance	1122/01	100	1,700	4.78%	
	GCE French FN2: listening/reading/writing	1192/01	200	4,000	4.45%	GCE English language LG4	1154/01	150	3,000	4.67%	
	GCE English language & literature LL1	1161/01	200	4,250	4.38%	GCE French Fn2: listening/reading/writing	1192/01	200	3,900	4.66%	
	GCE French Fn4: listening/reading/writing	1194/01	100	1,850	4.04%	GCE History HY1: AS period study	1231/01	50	1,250	4.63%	

Notes:

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2. Figures include applied subjects, other UK regions e.g. Isle of Man, and overseas entries.
3. All figures have been rounded to the nearest 50. Figures have been rounded independently so may not add up to the total.
4. If the value is less than 25, it is represented as 0- and 0 represents zero enquiries or grade changes.
5. Percentages are calculated on actual figures.

Source: Exams monitoring data

Table 13: A level units with highest proportion of enquiries for priority service 2, summer exam series 2015 (and 2014)

Priority Service 2 for A level summer 2014						Priority Service 2 for A level summer 2015					
Unit/subject description			Number of enquiries	Number of entries	% of total entries	Unit/subject description			Number of enquiries	Number of entries	% of total entries
AQA	GCE French	FREN3	200	5,550	3.94%	GCE Religious studies	RST4C	50	1,500	4.98%	
	GCE Economics	ECON4	400	9,700	3.94%	GCE French	FREN3	250	5,400	4.35%	
	GCE Spanish	SPAN3	150	4,150	3.62%	GCE Economics	ECON4	450	10,150	4.17%	
	GCE History	HIS3N	50	2,100	3.51%	GCE Government and politics	GOV3A	100	2,550	4.10%	
	GCE Classical civilisation	CIV4C	50	1,500	3.48%	GCE Economics	ECON3	400	10,200	3.76%	
Pearson	GCE Government & politics	6GP04 4D	50	1,400	3.38%	GCE French	6FR04	100	2,550	4.65%	
	GCE Music	6MU06 01	100	2,800	2.88%	GCE Economics	6EC04	400	8,900	4.26%	
	GCE History	6HI03 A	100	2,950	2.86%	GCE English literature	6ET03	150	4,250	3.66%	
	GCE Government & politics	6GP03 3B	100	3,300	2.85%	GCE Chemistry	6CH05	200	6,250	3.58%	
	GCE Spanish	6SP04 01	50	2,450	2.66%	GCE Spanish	6SP04	100	2,650	3.57%	
OCR	GCE Economics	F584	100	3,550	3.33%	GCE Classics: Latin	F364	100	1,300	6.63%	
	GCE English literature	F663	350	10,650	3.29%	GCE Classics: Latin	F363	50	1,300	5.54%	
	GCE History A	F966	300	10,100	3.14%	GCE Economics	F585	300	6,800	4.24%	
	GCE Geography	F763	100	3,250	3.00%	GCE History A	F966	450	10,300	4.18%	
	GCE Classics: Latin	F364	50	1,350	2.94%	GCE Economics	F584	150	3,500	4.07%	
CCEA	GCE A2 Business studies	AT22	50	1,050	3.36%	GCE A2 ICT	AP21	50	1,450	4.03%	
	GCE A2 History	AH22	50	2,200	2.64%	GCE A2 English literature	AL21	50	1,800	3.88%	
	GCE A2 ICT	AP21	50	1,300	2.64%	GCE A2 English literature	AL22	50	1,800	3.17%	
	GCE A2 Chemistry	AC22	50	1,150	2.43%	GCE A2 Geography	AG22	50	1,850	3.10%	
	GCE A2 Geography	AG21	50	1,350	2.36%	GCE A2 History	AH21	50	2,200	3.02%	
WJEC	GCE French Fn4: listening/reading/writing	1194/01	50	1,850	1.72%	GCE French Fn4: Listening/reading/writing	1194/01	50	1,850	3.90%	
	GCE Physics PH4:Oscillations & fields	1324/01	0	1,100	1.62%	GCE English Language LG4	1154/01	100	3,000	2.50%	
	GCE Business studies BS4:Strategy & practice	1084/01	50	1,850	1.45%	GCE Spanish SN4: Listening/reading/writing	1364/01	50	1,250	2.48%	
	GCE Physics PH5:Electromagnetic nuclei & optic	1325/01	0	1,550	1.44%	GCE Chemistry CH5:Physical & inorganic	1095/01	50	1,900	1.77%	
	GCE English literature LT4	1174/01	100	7,600	1.40%	GCE Biology (& human) BY4 & HB4	1074/01	100	5,100	1.74%	

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.

Source: Exams monitoring data

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Office of Qualifications and Examinations Regulation

Spring Place
Coventry Business Park
Herald Avenue
Coventry CV5 6UB

2nd Floor
Glendinning House
6 Murray Street
Belfast BT1 6DN

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