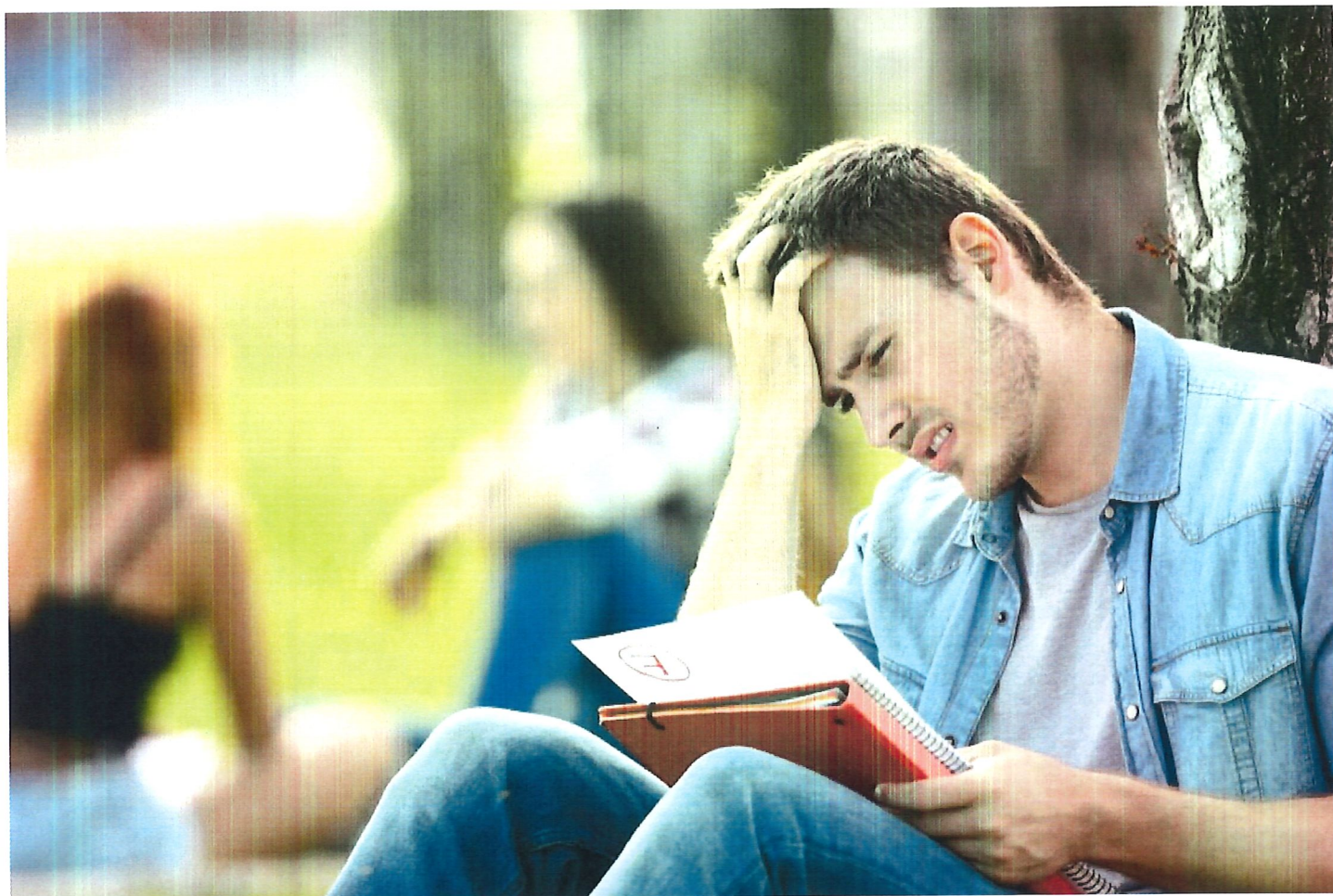


What to do if you think your grade is wrong



Are you worried that your teacher gave you the wrong grade? If so, you can challenge your grade ('make an appeal') with the help of your college, training provider or school and the organisation that gives you the qualification (e.g. City & Guilds or Pearson). This year, your challenge (appeal) may be looked at in a similar way to a GCSE or A level appeal. During an appeal, the organisation that gives the qualification will check that:

- teachers and colleges have given you the right grade
- no-one has made a mistake when deciding or sending in your grade

If you need more information, look on your awarding organisation's website.

Are you taking any other vocational, technical or other general qualification and want to challenge your result (appeal)? You should follow the usual rules of your college, training provider or school.

Quality assurance (making sure your teacher has given you the right grade)



Your school, college or training provider must follow rules when deciding your grades. The rules are written by the organisation that gives you your qualification. They will check that the rules have been followed. This is called 'quality assurance'.

Are you expecting a grade from a teacher as all or part of your result? Your college, training provider or school will make sure it is carefully checked. They should have clear rules about how they are going to decide what grades students should get.

Your college, training provider or school must also make sure all decisions are fair and made in the same way for every student. They must have plans for checking how they make decisions.

The headteacher or principal may write to the organisation that gives you your qualifications to promise that they have followed rules and checked how grades were decided.

The organisation that gives you your qualification may:

- check how each college, training provider or school will decide the grades, before the grades are sent in
- ask for an example of a student's work that the teacher used to decide a grade
- speak to the college, training provider or school if they are worried that the student's work does not match the teacher's grade

If you are taking a test or an adapted (changed) test or coursework, your college, training provider or school and the organisation that gives you your qualification must have rules about checking grades. These rules should be right for your qualification. Talk to your school, college or training provider for more information.

Qualification explainer tool

You can use Ofqual's qualification explainer tool to learn how you will get your qualification in 2021 (<https://analytics.ofqual.gov.uk/>).

What you can expect next

Your teacher or lecturer can tell you what is happening with your qualification. They can tell you if you have to take your tests, or if a teacher will decide your results. But you should continue to study.

Autumn exams

Assessments in the autumn term are already offered for some qualifications, or may be offered for some qualifications this year even if they aren't usually. You should talk to your college, training provider or school if you want to use this as an opportunity to get or improve your grade.

Finding more information and support

Extra information for all qualifications

If you sat exams in January, but did badly

Did you miss your exams for a VTQ that is similar to GCSEs, AS and A levels? Did you sit one of these exams but feel you did badly because of the pandemic and the most recent lockdown? Your teacher may be able to grade your work so you can get a result (a teacher assessed grade).

Talk to your college, training provider or school for more information.

Have confidence in your grades

We know that you want to trust your results and use them to show your skills.

Teachers and lecturers know their students well. Schools, colleges and training providers understand that it is best for students to get a grade that shows what they can really do so that they can take the right path for them. Schools, colleges and training providers want to help you make the best choices about your next steps. It would be hard to study a subject at university that you aren't prepared for.

We have asked schools, colleges and training providers to make sure it is no easier or harder for a student to get a particular grade this year compared to other years. Exam board will check examples of students' work from a range of subjects from different schools, colleges and training providers will also be checked.

Finding out the grade my teacher gave me

For GCSEs, AS and A levels, your teacher cannot tell you what grade they gave you. However, they might tell you some of the marks you got for your work.

For many VTQs you will also not know your grade. But for some VTQs teachers or lecturers might send in grades and share the grades with students. However, these marks or grades need to be checked by the organisation which gives you your qualification. They are not the final grades.

Trusting your teacher to give you the right grade



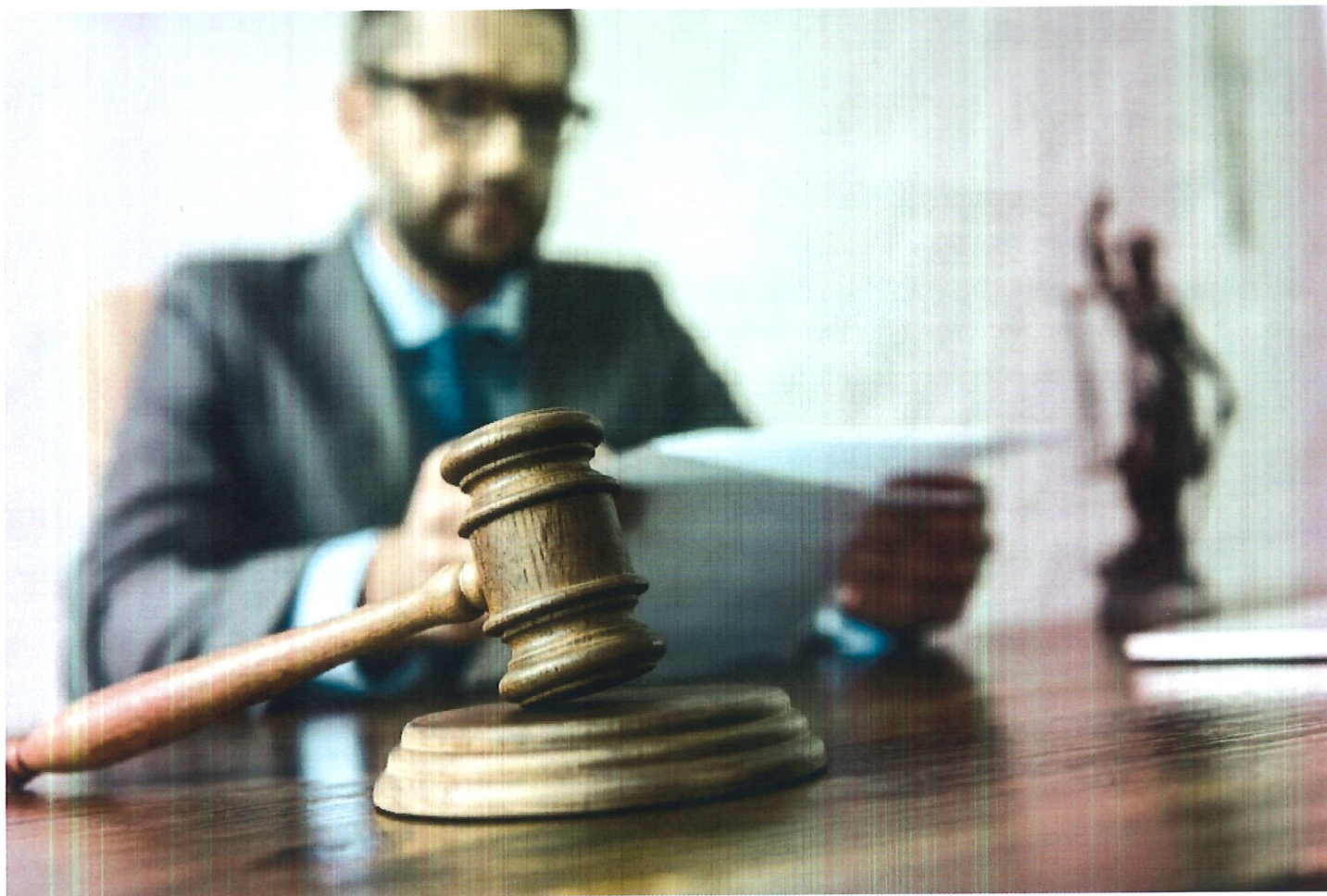
Your teachers have to do their job properly. They have to use results from your tests and examples of your work to decide your grade. They also have to show their grades to other teachers. Then the headteacher or principal must check that all grades have been decided correctly, and that none were decided by just one teacher. We have given information for all teachers about how they should decide grades. If you are still worried, talk to your school, college or training provider.

How much of your course you need to study

You need to study enough and do enough work for your teacher to be able to give you a grade. There is no minimum amount you have to do. The organisation that gives your qualification may ask the head of your school, college or training provider to check that:

- you have attended enough lessons for your teacher to give you a grade
- if you are a private candidate, you have studied enough for a teacher to give you a grade

Making sure appeals happen in time for university or college



If you need to go to university or college, your challenge ('appeal') will be looked at quickly. If possible, it will be decided by early September. You must put in your appeal before 17 September for AS and A level. If you are not going to university, your appeal should be decided by the end of October.

If you choose to appeal, you should contact the university or college you want to attend immediately. Tell them about your grades and why you are appealing.

UCAS have changed their deadline (<https://www.ucas.com/2020-key-date-changes-advisers>) for you to meet any conditions of your offer to 7th September. This means universities and colleges have more time to study your application and listen to appeals.

More information on how grades are decided for GCSE, AS and A levels

- There is more information from Ofqual on GCSEs, AS and A levels in 2021 (<https://www.gov.uk/government/collections/gcse-as-and-a-level-qualifications-in-2021>) and vocational, technical and other general qualifications in 2021 (<https://www.gov.uk/government/collections/vocational-technical-and-other-general-qualifications-in-2021>).
- JCQ have also published information on GCSEs, AS and A levels in 2021 (<https://www.jcq.org.uk/summer-2021-arrangements/>).

If you need more information on what's happening with a qualification that was meant to be taken in summer 2021 (<https://analytics.ofqual.gov.uk/apps/AllQualifications/summer2021tool/>), you can use our summer 2021 qualification explainer tool.

Results and next steps

If you want more information on your next steps after you've received your results, contact the National Exam Results Helpline.

National Careers Service (<https://nationalcareers.service.gov.uk/>)

Telephone: 0800 100 900

Lines are open from 8am to 10pm, 7 days a week.

Find out about call charges (<https://www.gov.uk/call-charges>)

Going to university or college

If you have questions about going to your chosen university or college, you should contact them directly. You can also contact UCAS for more information.

UCAS (<https://www.ucas.com/undergraduate/results-confirmation-and-clearing/who-contact>)

Telephone: 0371 468 0 468

Lines are open Monday to Friday, 8:30am to 6pm.

Find out about call charges (<https://www.gov.uk/call-charges>)

UCAS is planning a series of events on the UCAS Facebook page (<https://en-gb.facebook.com/ucasonline>) where you can ask questions about your application.

Exam boards

- AQA (<https://www.aqa.org.uk/>)
- Pearson (<https://qualifications.pearson.com/en/home.html>)
- OCR (<https://www.ocr.org.uk/>)
- WJEC Eduqas (<https://www.eduqas.co.uk/>)

Ofqual's Register contains contact details for all awarding organisations (<https://register.ofqual.gov.uk>) regulated by Ofqual.

Ofqual

Ofqual (<https://www.gov.uk/ofqual>)

Email: public.enquiries@ofqual.gov.uk

Telephone: 0300 303 3344

The phone line is normally open from 9am to 5pm on weekdays. Check out our website for opening times around results days.

Find out about call charges (<https://www.gov.uk/call-charges>)

Mental Health Support

Always speak to somebody if you are feeling worried or unhappy in some way. You could speak to a parent, carer or someone else you trust.

You can also contact:

- Child and Adolescent Mental Health Services (<https://www.nhs.uk/service-search/other-services/Child%20and%20adolescent%20mental%20health%20services%20%28CAMHS%29/LocationSearch/2157>) (CAMHS)
- Mind (<https://www.mind.org.uk/>)
- Young Minds (<https://youngminds.org.uk/>)
- NHS 111 (<https://111.nhs.uk/>) – they can help give you any support you may need

Equality Advisory and Support Service

Do you think you have not been treated fairly (known as discrimination) because of your disability, race, or sexuality? You can contact the Equality Advisory and Support Service (EASS) for help with equality or human rights problems, across England, Scotland and Wales.

EASS (<http://www.equalityadvisoryservice.com/>)

Telephone: 0808 800 0082

Textphone: 0808 800 0084

Find out about call charges (<https://www.gov.uk/call-charges>)

Copyright

© Crown Copyright 2021

Produced in association with The Bell Foundation (<https://www.bell-foundation.org.uk/>).

The Bell Foundation is a charity which aims to overcome exclusion through language education by working with partners on innovation, research, training and practical interventions.

Open Government Licence

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated.

To view this licence, visit the OGL licence page at The National Archives (<http://www.nationalarchives.gov.uk/doc/open-government-licence/>) or write to: Information Policy Team, The National Archives, Kew, London TW9 4DU

Published by

Ofqual

Earlsdon Park

53-55 Butts Road

Coventry

CV1 3BH

[Print this page](#)