

A guide to the awarding bodies' appeals processes

Produced on behalf of:



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Introduction

1. This booklet sets out the processes for appealing against decisions made by the JCQ awarding bodies in relation to **GCSE, GCE, Principal Learning and Project qualifications**. If the qualification you are concerned about is not one of these, then please refer to the individual awarding body's documentation.
2. The JCQ awarding bodies are working towards a common set of procedures for the receipt and processing of appeals. These procedures are governed by the regulator's *Code of Practice* for GCSE, GCE, Principal Learning and Project qualifications. All mention in this document to the *Code of Practice* refers to this document, which is published annually by the three regulators for England, Wales and Northern Ireland (Ofqual, DCELLS and CCEA).
3. Awarding bodies accept appeals in relation to three areas of their work. These are:
 - **Appeals against results** – when a centre is still dissatisfied with an examination result or results following the enquiries about results process.
 - **Appeals against malpractice decisions** – following a decision to apply a penalty because of malpractice in an examination/assessment.
 - **Appeals against decisions made in respect of access arrangements and special consideration.**

In addition, some administrative decisions, such as in cases of missing scripts, may be subject to review by awarding body officers.

4. This booklet devotes a separate section to each of these types of appeal. As there is a similarity of approach in the way all appeals are handled, this structure has inevitably led to some repetition in the presentation of the information. It is our hope, though, that this structure will assist the reader to a rapid understanding of the relevant process and the issues.
5. If there is any aspect of an awarding body's interpretation or application of the procedures described in this document that a centre would wish to query or discuss, centres should not hesitate to contact the relevant awarding body appeals officer (**see Appendix A, page 18**).

Fees

6. Awarding bodies may charge a fee for each stage of an appeal against the outcome of an enquiry about results. Details of these fees can be obtained from the awarding body concerned. The fee will be refunded if the appeal is successful.

Appeals against the outcomes of enquiries about results

Introduction

7. If a head of centre or private candidate is dissatisfied with examination results and has reasons to suspect they may not be accurate, the first step to take is to make an enquiry about results. Full details of enquiries about results services are given in the JCQ publication *Post-Results Services – Information and guidance to centres* - http://www.jcq.org.uk/exams_office/postresult_services/
8. If doubts about the accuracy of the results still persist, following the enquiry about results process, the head of centre or private candidate should refer initially to the regulator's *Code of Practice* and the JCQ publication *Post Results Services – Information and guidance to centres*. If, after consulting these documents, the centre or private candidate is convinced that the awarding body has not followed due procedures, it is possible to submit an appeal in line with the procedures set out here.
9. If an appeal is accepted, an investigation into the candidates' or centre's results, and the awarding body's procedures will follow. An appeal investigation does not generally involve a further review of candidates' work.
10. **If an original script has been returned to the centre under the Access to Scripts arrangements, it cannot subsequently form part of an enquiry about results or an appeal.**

Who can appeal?

11. Appeals are accepted from:
 - **heads of centres** on behalf of single candidates or groups of candidates;
 - **private candidates** (that is, a candidate who pursues a course of study independently but makes an entry and takes an examination at an approved examining centre).
12. **Please note that appeals are not accepted from internal candidates and/or their parents or carers.**

How to appeal

13. The head of a centre or a private candidate should submit a written request for a Stage 1 Appeal to the relevant awarding body. A list of the awarding bodies' addresses is provided in **Appendix A, page 18**. There is also a form (JCQ/App1) that may be used (**see page 15**).
14. **Appeals must be made within two calendar weeks of receiving the outcome of the enquiry about results.** This time scale is determined by the regulators and does not make allowance for the time the centre may be closed for holidays.
15. The head of centre or private candidate submitting the appeal **must** set out as clearly as possible the nature of the concern.
16. The *Code of Practice* issued by the regulators (Ofqual in England, DCELLS in Wales and CCEA in Northern Ireland) states that appeals should focus on whether an awarding body has:
 - used procedures that were consistent with the *Code of Practice*;
 - applied its procedures properly and fairly in arriving at judgements.

17. When an application for an appeal is received, the awarding bodies will have various mechanisms for deciding whether it will be accepted or not. An awarding body may refer the application to a committee or sub-committee. Alternatively, a senior officer in an awarding body may make the decision.
18. The decision whether or not to accept the appeal is based on:
 - the grounds for the appeal put forward by the centre or private candidate;
 - whether an enquiry about results has been completed;
 - the timescale of the application.

If an appeal is not accepted, the reason(s) for this will be given.

What happens during a Stage 1 Appeal investigation?

19. Stage 1 of the Appeals Process involves an examination of the case by a senior officer of the awarding body who has not had any previous involvement with the matter. This investigation will take into account the written submission from the appellant. It will also include a check on all the awarding body procedures that were followed in arriving at the result(s) awarded, whether those procedures were compliant with the *Code of Practice* and whether they were applied fairly.
20. The procedures which are open to investigation include the full range of processes involved in, and leading to, the award of grades. The appeals process is not directly concerned with making judgements about the quality of candidates' work since this is the responsibility of senior examiners and moderators.
21. An appeal investigation does not generally involve a further review of the candidates' work, but such action may be authorised following the Stage 1 or Stage 2 Appeal.
22. After the investigation the appeal will either be rejected (disallowed) or upheld (allowed). If the appeal is upheld (allowed) any necessary further work on the candidates' scripts or results will be undertaken. Any such work will always be carried out in full compliance with the *Code of Practice* and JCO agreed procedures.
23. A report on the Stage 1 Appeal investigation containing the awarding body's decision will be sent to the head of centre or private candidate.
24. All JCO awarding bodies will deal with Stage 1 Appeals as expeditiously as is consistent with a thorough exploration of the case.

Stage 2 Appeals

25. If the head of centre or private candidate remains dissatisfied with the outcome of the Stage 1 Appeal, a written request (using the form, JCQ/APP 1) for a Stage 2 Appeal should be sent to the relevant awarding body. **(Contact details are provided in Appendix A, page 18.)**
26. **A request for a Stage 2 Appeal must be made within two calendar weeks of receipt of the Stage 1 Appeal outcome letter.** This time scale is determined by the regulators and does not make allowance for the time the centre may be closed for holidays.
27. The Stage 2 Appeals process is designed to ensure that the head of centre or private candidate has a formal opportunity to present their case to an impartial body appointed in accordance with the *Code of Practice*. The head of centre may wish to delegate this to a member of the centre's staff.
28. For a Stage 2 Appeals hearing, awarding bodies typically convene a panel of 3 or 4 people, drawn from a larger pool of individuals who are not directly employed by the awarding body and who have been trained in the task of deciding appeals. At least one of the panel members will be an 'independent member' as defined by the *Code of Practice*. (Independent members are individuals who have had no other responsibilities with that awarding body for at least the previous five years.)

The procedure for hearing Stage 2 Appeals:

Before the hearing

29. The appellant (that is, the head of centre or private candidate) will have lodged a Stage 2 Appeal application within two calendar weeks of being notified of the outcome of the Stage 1 Appeal review.
30. **The application must clearly set out the grounds of appeal and should set out all supporting documentation. It is important that all relevant documentation is included at this point, as there will be limited opportunities to submit additional information later on in the process.**
31. Appellants will be expected to attend the Stage 2 Appeal hearing in person.
32. If, when notified of the date set for the appeal panel hearing, the appellant does not attend the hearing, the hearing may proceed in their absence.
33. The appellant may call any representatives relevant to the case but names and addresses of all representatives must be provided to the awarding body no later than 14 days before the date of the hearing. It would not generally be expected that the centre's representatives would exceed three in number.
34. The awarding bodies may also call any representatives relevant to the case. It would not ordinarily be expected that awarding body representatives would exceed three in total.
35. Candidates and/or their parents/carers will not ordinarily be called as representatives but may attend as observers with the prior permission of the Chair of the panel. Observers are not entitled to present cases or to engage in questioning of any parties at the hearing but they may make statements, at the discretion of the Chair of the panel.
36. The awarding bodies' Chief Executives have the right to attend any appeal in the capacity either as a representative or as an observer.
37. Other observers may attend hearings with the approval of the Chair.
38. Legal representation is not normally permitted at Stage 2 Appeal hearings, as a Stage 2 Appeal hearing is not a legal function.
39. If the appellant wishes to be legally represented, this **must** be discussed with the relevant awarding body before a hearing date is finalised. In the event that legal representation for appellant is agreed, the awarding body reserves the right to also be legally represented.
40. Private candidates appearing in person may be accompanied by a relative or friend.
41. A copy of all materials (correspondence/documents/reports etc) relating to the appeal will be forwarded to the appeals panel members and the appellant no later than seven calendar days prior to the hearing. It will not normally be possible for additional materials to be tabled on the day of the hearing. The decision whether to allow any additional materials to be tabled will be made by the Chair, with the consent of the other party.
42. Where any material is considered by the awarding body to be of a confidential nature, the awarding body may, at its discretion, make such material available to the appeal hearing under such conditions as are necessary to protect the confidentiality of the material, and ensure compliance with any relevant provisions of the Data Protection Act.

At the hearing

43. The hearing will take the form of a re-examination of the evidence, comments and reports provided to, and by, the awarding body and observations presented by the appellant.
44. The purpose of the hearing will be to establish whether or not the awarding body has applied its established procedures, as derived from the *Code of Practice*, and whether those procedures were appropriate to the task.
45. The normal procedure to be followed during appeals hearings is outlined below.
 - 45.1 A member of the panel will Chair the hearing.
 - 45.2 The awarding body will be responsible for ensuring that a record of the proceedings is kept.
 - 45.3 The Chair will undertake introductions, outline the procedures to be followed and, if appropriate, provide a summary of the case.
 - 45.4 The Chair may, at his/her discretion, accept written evidence from a third party unable or unwilling to attend a hearing (**see paragraph 41, page 5**).
 - 45.5 The Chair will invite the appellant to present their case to the panel.
 - 45.6 The Chair will then offer the representative(s) of the awarding body the opportunity to question the appellant.
 - 45.7 The Chair and the panel members will then have the opportunity to question the appellant.
 - 45.8 The Chair will then invite the representative(s) of the awarding body to present their case to the panel.
 - 45.9 The Chair will offer the appellant the opportunity to question the representative(s) of the awarding body.
 - 45.10 The Chair and the panel members will then have the opportunity to question the representative(s) of the awarding body.
 - 45.11 The Chair will offer the representative(s) of the awarding body an opportunity to sum up their case, if they wish to do so.
 - 45.12 The Chair will then offer the appellant an opportunity to sum up their case, if they wish to do so.
 - 45.13 The Chair will then invite the appellant and their representative(s) and the awarding body representative(s) to withdraw, but to remain in readiness for a brief time whilst the panel determines whether they wish to ask any further questions of either the appellant or the awarding body representative(s).
 - 45.14 If the panel determines that they do wish to ask further questions, both the appellant and their representative(s) and the awarding body representative(s) will be asked to return to the hearing.
 - 45.15 At the conclusion of all questions, the Chair will inform the appellant, and their representative(s), and the awarding body representative(s) that the hearing is concluded and that they may leave.
 - 45.16 The panel will deliberate in private and members may decide to allow the appeal, to reject the appeal, or to refer the matter back to the appropriate awarding body officer for further consideration on such basis as the panel may direct.

46. In reaching its decision, the appeals panel will consider whether the awarding body's procedures were consistent with the regulator's *Code of Practice* and were properly and fairly applied. The appeals panel will also consider whether in the event of a failure of procedures having been identified at an earlier stage, any remedial action subsequently taken by the awarding body was sufficient to rectify that failure.

After the hearing

47. If the Appeal is upheld, the panel may direct the awarding body to carry out further work. In addition, and irrespective of whether or not the Appeal is upheld, the panel may make recommendations to the awarding body on issues/concerns that emerged during the appeal hearing.
48. Any further work will always be carried out in full compliance with the *Code of Practice* and JCQ agreed procedures.
49. The decision of the appeals panel will not normally be communicated to the appellant or to the awarding body representatives orally on the day of the hearing. The decision will be sent to the appellant and to the awarding body representative(s) no later than five working days after the hearing.
50. A report of the hearing will be provided to the appellant and to the awarding body representative(s) within 28 calendar days of the hearing.
51. The appellant and the awarding body representatives will be offered the opportunity to correct errors of fact made in the report. The decision whether or not to accept amendments suggested by the appellant or by the awarding body representative(s) will be at the sole discretion of the Chair of the appeals panel.
52. **The hearing by the appeals panel will complete the awarding body's internal appeals procedures and no further appeal within the awarding body will be accepted.**

Further avenues of appeal

53. If the appellant remains dissatisfied with the decision of the Stage 2 appeals panel, he or she may appeal to the Examinations Appeals Board (EAB). The Examinations Appeals Board is an independent body which has been set up to ensure that schools and colleges, and through them candidates and parents, are satisfied that grades issued by an awarding body are as fair and accurate as they can be.
54. **Appeals to the EAB should be addressed to:**
Principal Officer, EAB, Ofqual, Spring Place, Coventry Business Park, Herald Avenue, Coventry, CV5 6UB (telephone: 024 766 71848). Further information can be found at the web address: www.theeab.org.uk
55. **Appeals to the EAB must be made within three weeks of receipt by the appellant of the draft report on the Stage 2 Appeal issued by the awarding body.**

Timescales

56. The awarding bodies aim to complete both Stage 1 and then (unless the outcome leads the appellant to withdraw the application) the Stage 2 hearing within 50 working days* of the lodging of the original appeal request (reference *Code of Practice* April 2010 paragraph 9.17).
**Any working days falling between 25 December and 1 January inclusive will be excluded from the allowed 50 working days.*
57. **The awarding bodies aim to complete all Stage 1 and Stage 2 Appeals arising from the June examination series by 14 February in the following calendar year and on any examinations taken in other series to a comparable schedule.**

Appeals against decisions made in cases of malpractice

Introduction

58. Malpractice is a term used to describe all forms of irregularity or breaches of the regulations in examinations and assessments, e.g. plagiarism in coursework, the introduction of unauthorised material into the examination room or maladministration.
59. Awarding bodies' decisions on malpractice cases are based on an inter-board agreement which is reflected in the Joint Council for Qualifications (JCQ) publication *Suspected Malpractice in Examinations and Assessment: Policies and Procedures*. This booklet can be obtained from the JCQ website - http://www.jcq.org.uk/exams_office/malpractice/
60. Decisions in cases of suspected malpractice are usually made by a dedicated and trained team of officers at the relevant awarding body. In cases of serious malpractice the decision may be made by a committee of senior officers or an external committee.
61. Appeals may be initiated against a sanction imposed by the awarding body in cases of malpractice. It is not possible to appeal against a decision to take no further action.

Who can appeal?

62. Heads of centres may appeal against sanctions affecting the centre or members of its staff (including contracted workers), and on behalf of candidates entered or registered through the centre.
63. Members of the centre's staff or personnel contracted to a centre (e.g. external invigilators) may appeal against sanctions imposed on them.
64. Private candidates (that is, a candidate who pursues a course of study independently but makes an entry and takes an examination at an approved examining centre) may appeal against sanctions imposed on them.
65. Third parties who have been barred from taking examinations or assessments with an awarding body may appeal against that decision.
66. **Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was registered. The head of centre's decision as to whether to proceed with an appeal is final.**

How to appeal

67. A head of centre, member of staff or private candidate should submit a written request for an appeal to the relevant awarding body. A list of the awarding bodies' addresses is provided in **Appendix A, page 18**. There is also a form (JCQ/App1) that may be used (**see page 15**).
68. **Appeals must be made within two calendar weeks of receiving the malpractice decision. Awarding bodies will reject appeals made outside of this timescale.**
69. **The head of centre, member of staff or private candidate submitting the appeal must set out as clearly as possible the grounds for the appeal and must submit any further evidence relevant to supporting the appeal.**

70. **Appeals must be based on reasonable grounds which relate to the incident in question.** The following are accepted as reasonable grounds:
- the incident was not dealt with in accordance with the published procedures in the JCO publication *Suspected Malpractice in Examinations and Assessment*;
 - further evidence (including medical evidence) has come to light which changes the basis of the decision.
71. The following do not, by themselves, constitute grounds for an appeal.
- The individual did not intend to cheat.
 - The individual has an unblemished academic record.
 - The individual could lose a university place.
 - The individual regrets his/her actions.
72. Awarding bodies reserve the right to refuse to accept an appeal application at this point if there is no further evidence to consider and if the grounds for the appeal are weak or unjustified.

What happens during a Malpractice Appeal investigation?

73. When an appeal is received, it is checked by an officer of the awarding body (or a committee of officers) to see if the context and grounds of the appeal and the supporting documentation are valid, and how it may best be processed. **It is important that all relevant documentation is included at this point, as there will be limited opportunities to submit additional information later on in the process.** The awarding body will contact the centre to acknowledge receipt of the appeal and advise on the process to be followed.
74. At this stage, certain types of appeal may be resolved without the need of a formal hearing.
75. Each of the awarding bodies retains a committee of external and independent members whose role it is to consider appeals against malpractice decisions.
76. If the appeal goes forward for a formal consideration by the committee (or a panel of the committee) the awarding body will liaise with the appellant to determine an appropriate time for the hearing and whether the appellant will be required to attend or not.
77. In cases where the appellant is required to attend the hearing to make a presentation, the procedure to be followed will be the same as set out for the Stage Two appeal hearing in **paragraphs 30 – 52 (pages 5-7)** of this guide.
78. The committee reviewing the case will decide on the appropriateness of the original penalty or sanction in light of the JCO guidelines, awarding body precedents and additional information provided by the appellant making the appeal.

Further avenues of appeal

79. **The decision of the Malpractice Appeals Committee or panel is final and there are no further avenues of appeal against decisions taken by awarding bodies in cases of malpractice. The EAB does not hear appeals against malpractice decisions.**

Timescales

80. All appeals will be dealt with as expeditiously as is consistent with a thorough exploration of the case.

Appeals relating to access arrangements and special consideration

Introduction

81. The awarding bodies recognise that there are some candidates who are prevented from demonstrating their achievement because of:
- a permanent or long-term disability, learning difficulty or medical condition;
 - a temporary disability, illness or indisposition immediate to or at the time of the examination;
 - English being a second or additional language;
 - the immediate circumstances of the assessment.
82. **Access arrangements** are approved before an examination or assessment and are intended to allow attainment to be demonstrated.
83. **Special consideration** is given following an examination or assessment to ensure that a candidate who has a temporary illness, injury or indisposition or who is otherwise disadvantaged by the immediate circumstances of the examination, is given some compensation.
84. Access arrangements and special consideration decisions are based on an inter-awarding body agreement. The principles and regulations governing access arrangements and special consideration decisions are set out in the JCQ publication *Access Arrangements, Reasonable Adjustments and Special Consideration*. Copies of this publication are distributed to centres each year by the JCQ and a copy can be found on the JCQ website - http://www.jcq.org.uk/exams_office/access_arrangements/regulationsandguidance/
85. If the head of centre/private candidate disagrees with the decision made, a written request setting out the grounds for a Stage 1 Appeal should be forwarded to the relevant awarding body. A list of the awarding bodies' addresses is provided in **Appendix A, page 18**. There is also a form (JCQ/App1) that may be used (**see page 15**).

Who can appeal?

86. Appeals are accepted from:
- heads of centres on behalf of a candidate or groups of candidates.
 - Private candidates (that is, a candidate who pursues a course of study independently but makes an entry and takes an examination at an approved examining centre).
87. **Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was registered. The head of centre's decision as to whether to proceed with an appeal is final.**

How to appeal

88. Before undertaking an appeal, it may help if the head of centre discusses the situation with the awarding body officers responsible for appeals. Such discussions will sometimes resolve the matter without recourse to appeal.
89. **The appeal request must be made within 2 calendar weeks of receiving the original decision letter, and should set out the grounds for the appeal. This time scale is determined by the regulators and does not make allowance for the time the centre may be closed for holidays.**

What happens during a Stage 1 Appeal investigation?

90. The Stage 1 Appeals investigation involves a fresh examination of the case by a senior officer or officers of the relevant awarding body. The officer will not have had a previous connection with the case. The Stage 1 Appeal review will take into account the written submission from the appellant and will involve a review of all relevant guidance, any precedent and the procedures that were followed in arriving at the decision being appealed.
91. The awarding bodies will deal with Stage 1 Appeals as expeditiously as is consistent with a thorough exploration of the case. The outcome of the appeal will be reported as soon as it is available.
92. A letter containing the awarding body's decision and summarising the results of the Stage 1 Appeal review will be sent to the head of centre/private candidate when the Stage 1 Appeal review is complete.

Stage 2 Appeals

93. If the head of centre/private candidate disagrees with the outcome of the Stage 1 Appeal, a written request for a Stage 2 Appeal hearing should be sent to the relevant awarding body. A list of the awarding bodies' addresses is provided in **Appendix A, page 18**. There is also a form (JCQ/App1) that may be used (**see page 15**). The awarding body will make arrangements for a hearing before a Stage 2 appeals panel.
94. **This appeal request should be made within two calendar weeks of receiving the outcome of the Stage 1 Appeal.** This time scale is determined by the regulators and does not make allowance for the time the centre may be closed for holidays.
95. The procedure followed at the Stage 2 Appeal hearing will be as set out in **paragraphs 29 – 52, (pages 5-7) of this booklet.**

Further avenues of appeal

96. **The decision of the Stage 2 panel regarding access arrangements refused prior to examinations will be final.** The Examinations Appeals Board (EAB) does not hear appeals against decisions about Access Arrangements **in advance of** examinations. The EAB may, at its discretion, be willing to hear such appeals after the issue of results. Heads of centres/private candidates should contact the EAB directly for further advice.
97. In relation to special consideration appeals, the EAB may, at its discretion, be willing to hear an appeal. Heads of centres should contact the EAB directly for advice. If the EAB declines to hear an appeal, the decision of the awarding body's Stage 2 appeals panel will be final.

Timescales

98. All appeals will be dealt with as expeditiously as is consistent with a thorough exploration of the case.

Review of administrative decisions

99. During the processing of any examination series, circumstances arise that cause awarding bodies to make decisions that may affect a candidate's results. Where these decisions involve an element of judgement, they may be subject to a review by awarding body officers. **Heads of centres who are concerned by any such administrative decisions should contact the relevant appeals manager to discuss their concerns.**
100. The more common types of administrative decisions which may be subject to review are listed below. Please note that this list is not exhaustive and other types of administrative decisions may also be subject to review.
- Decisions taken in cases of very late arrival
 - Decisions taken in cases of missing scripts
 - Decisions involving the use of estimated marks
 - Decisions taken in relation to extensions to result enquiries

APPLICATION FOR AN APPEAL

Centre Number

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The details provided on or appended to this form will form the basis of the case being put forward by the appellant.

When completing the details, please pay particular attention to Section 10 of this form, which outlines the grounds for appeal and summarises your reasons for appealing. If you require clarification or assistance, please contact the appropriate awarding body officer.

Please indicate the type of appeal or review being initiated

Enquiries about Results	<input style="width: 90%; height: 25px;" type="checkbox"/>	Irregularities/malpractice	<input style="width: 90%; height: 25px;" type="checkbox"/>
Access Arrangements or Special Consideration	<input style="width: 90%; height: 25px;" type="checkbox"/>	Other administrative decision	<input style="width: 90%; height: 25px;" type="checkbox"/>

If this is an appeal against a result enquiry or access arrangement/special consideration decision, please indicate below whether this is an application for a Stage 1 or a Stage 2 Appeal.

Stage 1	<input style="width: 90%; height: 25px;" type="checkbox"/>	Stage 2*	<input style="width: 90%; height: 25px;" type="checkbox"/>
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*Please note that centres cannot proceed to a Stage 2 Appeal unless they have already initiated a Stage 1 Appeal and this appeal has been completed.

1. Name of Head of Centre (or private candidate/member of staff) making the application:

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2. Centre name:

.....

3. Address:

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4. Telephone number: Fax number:

5. Name and position of person to contact at the centre:

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6. Email address of contact person:

7. Examination series:

8. Title and level of specification and unit/component number (if applicable):

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.....

9. Name(s) and candidate number(s) of candidates on whose behalf you are appealing. Additionally, if the appeal is an Enquiries about Results appeal against a specification grade, please indicate the grade being appealed. If your appeal is an Enquiry about Results appeal against the specification grades awarded to an entire class/cohort, merely indicate "All".

Candidate Name	Candidate Number	Grade
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.....

(Continue on another sheet if necessary).

Appendix A

The form and supporting documentation should be returned to:

AQA

For subjects administered by Guildford

The Principal Manager
Candidate Support
AQA
Stag Hill House
Guildford
Surrey GU2 7XJ

For subjects administered by Manchester

The Principal Manager
Candidate Support
AQA
Devas Street
Manchester
M15 6EX

CCEA

Business Assurance Manager
Clarendon Dock
29 Clarendon Road
Belfast
BT1 3BG

EDEXCEL

Appeals Office
Business Assurance Group
190 High Holborn
London
WC1V 7BH
appeals@edexcel.com

OCR

The Secretary of the OCR Appeals Committee
OCR
1 Hills Road
Cambridge
CB1 2EU
appeals@ocr.org.uk

WJEC

Assistant Director (Quality Assurance)
WJEC
245 Western Avenue
Cardiff
CF5 2YX

CITY & GUILDS

1 Giltspur Street
London
EC1A 9DD