

Post-results checks and appeals for school-assessed grades: a guide for students and parents

We have a [process for post-results checks and appeals](#) so students can query any grade awarded using school-assessed grades.

Before you apply for any post-results check services, you must understand that your grade can stay the same, go up, or go down. In exceptional circumstances, your grade may be withdrawn.

There is an administrative fee for post-results checks and appeals. Your school can find the fees for these services on Direct.

Step one: The Centre Review

If you think one of your grades is wrong, you should start by asking your school to check whether they made a mistake when they submitted the grade to us, or when they were determining the grade. This mistake can include how your school applied special consideration in determining your grade, or how they accommodated any access arrangements that you would normally be eligible for. They will then conduct a Centre Review of their processes.

If your school's Centre Review concludes that a mistake has been made, they can tell us this using our Post-results check Service 1 process. We will amend the grade in line with what they tell us.

If your school's Centre Review concludes that there has **not** been a mistake in awarding your grade, and you are still concerned that the grade is incorrect, you can take one of the two options below:

- **Option A:** If you believe your school's judgement about the standard of your work is unreasonable, you can request a [Post-results check Service 2 – option A below](#).
- **Option B:** If you have concerns about the three pieces of evidence that were used to award your grade, or how special consideration or access arrangements have been managed, you can request a [Special Enquiry, which is a form of appeal – option B below](#).

Step two, option A: Post-results check Service 2

In awarding your grade, your school will have used three pieces of your work in that syllabus and made a judgement about the standard of that work. If you believe that your school's judgement about the standard of your work is not correct, you can ask your school to submit a Post-results check Service 2. Your school must do this on your behalf, even if they believe their judgement is correct.

For this, your school will send us your three pieces of evidence and the Rationale Document for the relevant syllabus for review. The Rationale Document explains how they used the evidence to determine your grade.

One of our Assessment Specialists will review your portfolio of evidence and make a judgement about whether the grade awarded by your school was reasonable. If the Assessment Specialist concludes that the grade was not reasonable, we will issue a revised grade based on their judgement.

If the Assessment Specialist concludes that the grade awarded by your school **was** reasonable, but you continue to have concerns about your grade, you can request a Stage 1 procedural appeal against the outcome of the post-results check.

Step two, option B: Special Enquiry

The Special Enquiry is a form of appeal. If this is requested, we will investigate the **choice** of the three pieces of evidence that your school has used to determine your grade **and/or** investigate how special consideration or access arrangements have been managed.

The appeal will focus on whether your school has used an approach which is in line with our guidance for school-assessed grades, and applied their approach properly and consistently to your grade. The appeal process is not a way to change your school-assessed grade by substituting different evidence, unless the investigation determines that your school has made an error either in how they have determined their approach, or how they have applied it.

We cannot accept a Special Enquiry from students or parents. However, your school must be prepared to submit a request on behalf of a student or parent even if the school does not have concerns about the grade awarded.

You should provide your school with a statement outlining your concerns. You can use this statement to tell us what you think has gone wrong and how this has affected your grade. Your school will then submit this statement to us when they send us your Special Enquiry appeal.

When the Special Enquiry appeal has been made and your school has sent us all the information we need, we will review your appeal and any relevant evidence. We will consider whether the school has applied their approach properly and consistently, in line with our guidance for school-assessed grades.

The appeals process is not a way of getting another opinion about a candidate's work.

We will send the outcome of the Special Enquiry to your school within 28 days, and they will tell you the outcome as soon as they receive it.

Step three: Further appeals

If you continue to have concerns about your grade following a Post-Results Check Service 2, you can submit a Stage 1 appeal. One or more members of Cambridge staff, none of whom were involved in the original decision, will review your appeal and any relevant evidence. They will consider whether we correctly followed the procedures for the June 2021 exam series.

If you continue to have concerns about your grade following a Stage 1 appeal, or following a Special Enquiry appeal, you can submit a Stage 2 appeal.

This involves a review by an independent panel. Your school must apply for it within 14 days of the outcome of either the Post-results check Service 2 or the Special Enquiry appeal. Your school must apply for the appeal on your behalf by emailing us the relevant appeals form, which they can find on Direct.

There is a diagram illustrating the post-results check and appeals process on the next page.

You can find the [Deadlines for post-results checks and appeals](#) on our website.

Process for post-results checks and appeals for school-assessed grades in the November 2021 series

