

RESEARCH AND ANALYSIS

**Reviews of marking and moderation
resulting in grade changes of 2 grades or
more**

Summer 2018 examination series – England

Contents

Executive summary	3
Background and introduction	4
<i>Service types associated with grade changes of 2 grades or more</i>	<i>5</i>
<i>Level of qualifications with grade changes of 2 grades or more</i>	<i>8</i>
<i>Number of reviews associated with grade changes of 2 grades or more</i>	<i>8</i>
<i>Subject areas with grade changes of 2 grades or more</i>	<i>10</i>
<i>Magnitude of grade changes</i>	<i>11</i>
<i>Qualification mark changes associated with a qualification grade change of 2 grades or more</i>	<i>12</i>
<i>Unit mark changes associated with a qualification grade change of 2 grades or more</i>	<i>13</i>
<i>Original qualification grade</i>	<i>14</i>
Explanations provided by exam boards.....	15
Appendix A	17

Executive summary

Grade changes of 2 grades or more at qualification level are rare when considered in the context of the number of post-results reviews and the number of qualifications awarded each exam series. In summer 2018, 6,186,640¹ GCSE, AS, and A level qualifications were awarded in England, and 1,664 qualifications had a grade change of 2 grades or more. While this represents less than 0.03% of all qualifications awarded, grade changes of 2 grades or more are likely to represent unacceptable error in the system. The number of qualifications with a grade change of 2 or more grades has decreased compared to 2017, when there were 1,969 such grade changes.

Grade changes of 2 grades or more are typically the result of a large mark change. This change is more likely to result from the cumulative effect of smaller mark changes on multiple units, rather than a larger change on one unit.

Grade changes of 2 grades or more are more prevalent in some qualification types and subject areas than others. In summer 2018, around half of the grade changes of 2 grades or more were in English subjects, mainly at GCSE. This is likely to reflect the structure and nature of assessments in this subject area, since English assessments are inherently more challenging to mark. Other subject areas commonly associated with grade changes of 2 grades or more in 2018 were art and design, health and social care, expressive/performing arts, and design and technology.

The most common reasons for grade changes of 2 grades or more in summer 2018, as provided by the exam boards, related to issues with moderation that were corrected at review, followed by marking error. This has changed since summer 2017, when the majority of changes were related to marking errors that were corrected at review. Administrative errors were reported in both 2017 and 2018, although both years these were relatively rare.

Our analysis of qualification grade changes of 2 grades or more informs our programme of monitoring, audits and technical evaluations, and we will be considering further those subjects where there are particular patterns of grade changes. By collecting data over time we build up a picture of any on-going trends, that will also be used to inform our monitoring.

¹ This figure, and figures relating to the overall number of qualification grades challenged and changed, are rounded to the nearest five throughout this report. The figures relating to grade changes of 2 grades or more are not rounded.

Background and introduction

Since summer 2015, Ofqual has collected detailed data on post-results review of marking and moderation services, including additional data for students whose qualification result changed by 2 grades or more. This report provides an overview of the data relating to qualification grade changes of 2 grades or more for GCSE, AS and A level qualifications in England², in summer 2018, for qualifications with units³ that were submitted to post-results services⁴. The report relates to data collected from AQA, OCR, Pearson, and WJEC/Eduqas, and refers to reviews at both the unit and qualification level. The report also provides information about the reasons for the grade changes⁵.

In summer 2018, there was increased use of post-results marking and moderation services⁶ compared to summer 2017. A total of 531,595 reviews were requested for GCSE, AS and A level qualifications in summer 2018, compared to 520,920 in summer 2017. The reviews in summer 2018 related to 341,265 qualification grades⁷ and, of these, 20% (69,240 grades) were changed following review. A total of 6,186,640 GCSE, AS, and A level qualifications were awarded in England in summer 2018, meaning that 5.5% of all grades awarded were challenged through review, and 1.1% were changed.

The vast majority of grade changes were by 1 grade. However, 1,664⁸ qualifications had grade changes of 2 grades or more. This represents a very small proportion of all grades challenged, 0.5%, and is 2.4% of all grades changed. There were fewer grade changes of 2 grades or more in 2018 compared to 2017, when 1,969 qualification grades changed by 2 grades or more grades.

² From 2016 onwards, data is reported for England only. For 2016 analyses see https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/633236/Ofqual-17-6254-RoMM_2_grades_Ofqual_2017_.pdf and for 2017 analyses see https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/668160/Reviews_of_Marking_and_Moderation_-_Changes_of_2_grades_or_more_2017.pdf.

³ Qualifications consist of multiple units or components. They are referred to as units in this report.

⁴ Because special consideration marks are applied to the qualification mark post review, this report includes qualifications that have had special consideration applied if contributing units have been submitted for a review and had a grade change of 2 grades or more.

⁵ Exam boards are currently required to record reasons for reviews of marking decisions and to provide them to centres on request. From 2020, exam boards will be required to provide reasons for reviews of marking decisions to centres automatically. Some exam boards have already begun to implement this.

⁶ Collectively referred to throughout this report as 'reviews' and formerly known as enquiries about results.

⁷ Reviews are submitted at the unit level but each qualification is generally made up of multiple units, meaning that students can submit more than one enquiry for each qualification.

⁸ A total of 1,665 qualifications were identified as having grade changes of 2 or more grades. However, we have identified that 1 of these grade changes was due to mark changes outside of the review services covered in this report. This case is not included in this report.

Service types associated with grade changes of 2 grades or more

In total, there were 2,829 unit reviews relating to qualification grade changes of 2 grades or more for GCSE, AS and A level qualifications in summer 2018, a decrease compared to summer 2017. Grade changes of 2 grades or more were most frequently associated with reviews of marking (service 2 or service 2 priority requests), followed by reviews of moderation (service 3), then clerical checks⁹ (service 1; see Table 1).

This pattern changes slightly when only units that had a raw mark¹⁰ change were considered (ie units that actually contributed to the grade change¹¹). Here, the number of service 2 (and service 2 priority) requests, and the number of service 3 requests, are similar. There were very few qualification grade changes of 2 grades or more arising from a clerical check (service 1 review), as in 2017.

There has been an increase in the number and percentage of service 3 requests associated with grade changes of 2 grades or more compared to summer 2017, and a corresponding decrease in the number and percentage of service 2 (and service 2 priority) requests. In summer 2017, 15% of unit reviews associated with qualification grade changes of 2 grades or more were service 3 requests, and 85% were service 2 (or service 2 priority) requests. This shift in service requests suggests that grade changes of 2 grades or more were more likely to have resulted from a review of moderation in summer 2018 than in summer 2017.

Table 1. *Number of reviews by service type involved in qualification grade changes of 2 grades or more*

Service	Unit reviews	% of unit reviews	Unit reviews with raw mark change	% of unit reviews with raw mark changes
Service 1	19	0.7%	15	0.6%
Service 2	1,521	54%	1,235	49%
Service 2 priority	45	2%	38	2%
Service 3	1,244	44%	1,241	49%
Total	2,829	100%	2,529	100%

⁹ Further detail about the review services can be found in the official statistics *Reviews of Marking and Moderation* report.

¹⁰ The raw mark refers to the mark on the script awarded by the examiner.

¹¹ Not all unit reviews will have contributed to a grade change. If multiple units within a qualification are submitted for a review, some units might not have a mark change, or may have a mark change in the opposite direction to the overall qualification grade change. See Table 5 for the number of units contributing to a qualification grade change of 2 grades or more.

At AS and A level, the majority of grade changes of 2 grades or more resulted from service 3 requests, as in summer 2017 (see Table 2). At GCSE (full course), the majority resulted from service 2 (and service 2 priority) requests. However, the percentage of service 2 (and service 2 priority) and service 3 requests associated with grade changes of 2 grades or more for GCSE (full course) were much more similar to one another than in summer 2017 (when over 91% of unit reviews associated with grade changes of 2 grades or more were service 2 – and service 2 priority – requests, compared to only 8% for service 3 requests).

Table 2. Number of unit reviews¹² by service type related to qualification grade changes of 2 grades or more by qualification type

	A level		AS		GCSE full course		GCSE double		GCSE short course	
	Unit reviews	% of unit reviews	Unit reviews	% of unit reviews	Unit reviews	% of unit reviews	Unit reviews	% of unit reviews	Unit reviews	% of unit reviews
Service 1	1	0.6%	0	0%	18	0.7%	0	0%	0	0%
Service 2	33	19%	13	27%	1,467	57%	0	0%	8	100%
Service 2 priority	33	19%	8	17%	4	0.2%	0	0%	0	0%
Service 3	109	62%	27	56%	1,100	43%	8	100%	0	0%
Total	176	100%	48	100%	2,589	100%	8	100%	8	100%

¹² Not all unit reviews will have contributed to a grade change of 2 or more. If multiple units contributing to a qualification grade are submitted for review, it may be the case that some units did not have a mark change, or had a mark change in the opposite direction to the overall qualification grade change. See Table 5 for the number of units contributing to a qualification grade change of 2 grades or more.

Level of qualifications with grade changes of 2 grades or more

The 2,829 unit reviews associated with a grade change of 2 grades or more in summer 2018 contributed towards 1,664 unique qualifications. This is less than 0.03% of the 6,186,640 GCSE, AS and A level qualifications awarded in England in summer 2018. The number of grade changes of 2 grades or more has decreased since summer 2017, when there were 1,969 grade changes of 2 grades or more (0.03% of the GCSE, AS and A level qualifications awarded in summer 2017).

Grade changes of 2 grades or more were more common in some qualification types than others. Most grade changes of 2 grades or more occurred in GCSE full courses (Table 3; in particular in English, including English language and English literature, and art and design – see Table 6.) This is the same as in summer 2017.

Table 3. *Number of qualifications changed by 2 grades or more by qualification type*

Qualification	Number of qualifications	% of qualifications
A level	101	6%
AS	29	2%
GCSE full course	1,521	91%
GCSE double	8	0.5%
GCSE short course	5	0.3%
Total	1,664	100%

Number of reviews associated with grade changes of 2 grades or more

Table 4 shows the number of reviews per qualification associated with a qualification grade change of 2 grades or more. For nearly all of the grade changes of 2 grades or more, 1 or 2 units in the qualification were reviewed.

Generally, reviews are requested at unit level. However, there are some qualifications that have sub-components within a unit, and for post-results services, the reviews of each sub-component are counted separately. Thus, it is possible to have multiple reviews for the same unit.

Table 4. Number of reviews for qualification grade changes of 2 grades or more by qualification type

Number of reviews	A level	AS	GCSE full course	GCSE double	GCSE short course	Total
1	29	10	491	8	3	541
2	69	19	1,005	0	1	1,094
3	3	0	12*	0	1*	16
4	0	0	13*	0	0	13
Total	101	29	1,521	8	5	1,664

Note. Some GCSE short courses are made up of just one unit.

**For GCSE (full course), 5 of the qualifications with 3 unit reviews and 10 of the qualifications with 4 unit reviews have sub-components within each unit. Thus, there can be more reviews than the number of units in the qualification. Similarly, the GCSE (short course) qualification with 3 unit reviews has only 1 unit, but this is separated into 3 sub-components.*

Where there were multiple reviews per qualification, it is not necessarily the case that all of the reviews directly contributed to the grade change. Table 5 shows how many reviews for each qualification contributed to each grade change. This demonstrates that where there were multiple reviews per qualification, the grade change typically resulted from multiple changes. For example, the majority of qualifications with grade changes of 2 grades or more had 2 reviews, and in 75% of these cases, the grade change was due to a combination of mark changes from *both* reviews. This suggests that when there were multiple reviews for a qualification, grade changes of 2 grades or more were more likely to result from the cumulative effect of multiple mark changes, rather than a mark change on a single unit.

Table 5. Number of units contributing to a qualification grade change of 2 grades or more at qualification level

Total number of reviews	Number of units with mark change				Total
	1	2	3	4	
1	541	-	-	-	541
2	269	825	-	-	1,094
3	5	8	3	-	16
4	0	3	7	3	13

Subject areas with grade changes of 2 grades or more

Overall, the subject areas most commonly associated with grade changes of 2 grades or more were English (including English language and English literature), art and design (all endorsements), health and social care, performing/expressive arts, and design and technology (Table 6).

These five subject areas accounted for 92% of all qualifications that changed by 2 grades or more in summer 2018, and with the exception of performing/expressive arts, are the same subjects that featured in the top 5 in summer 2017¹³.

The subject area with the highest number of grade changes of 2 grades or more (English) is the same as that in summer 2017. To some extent, this is likely to reflect the nature of the subject, since English assessments generally include longer essay questions that are central to the validity of the assessment, yet are more challenging to mark. The number of grade changes of 2 grades or more in English has almost halved since 2017 though. English accounted for just over half of the grade changes of 2 grades or more in summer 2018, and nearly 80% in summer 2017.

Table 6. *Number of qualifications with grade changes of 2 grades or more by subject area and qualification type (5 most frequent subject areas)*

Subject area	A level	AS	GCSE full course	GCSE double	GCSE short course	Total
English	27	6	802	0	0	835
Art and design	53	13	472	0	0	538
Health and social care	0	0	72	8	0	80
Performing/expressive arts	2	0	42	0	0	44
Design and technology	0	2	32	0	0	34

¹³ In summer 2017, religious studies replaced performing/expressive arts as the subject area with the fourth highest number of grade changes of 2 grades or more.

Magnitude of grade changes

As in previous years, the majority of grade changes of 2 grades or more were increases of 2 grades, regardless of the qualification type (Table 7). While there has been a slight increase in the number of grade changes of *more than 2* grades compared to summer 2017, such cases remain rare, representing 125 cases out of over 6 million qualifications that were awarded in summer 2018 (there were 101 such cases in summer 2017).

There was one instance of a qualification grade changing by 6 grades at GCSE (full course) in summer 2018. This was due to an administrative error on one unit, where not all of the work was seen and marked by the original examiner. There was also one instance of a qualification grade changing by 5 grades. This was for a GCSE (short course) qualification with 2 units, and the increase was due to a combination of a marking error on one unit (the mark was increased by 11 marks at review), and the application of special consideration.

Grade changes of 2 grades or more were typically in an upwards direction (1,661 out of 1,664 grade changes of 2 grades or more). There were 3 cases where the grade decreased and these were all by 2 grades. In the context of large grade changes, the patterns observed are perhaps not unexpected, since reviews are more likely to be submitted for students who have received a lower grade than anticipated, or where there is a particular concern about the result received.

Table 7. *Magnitude of grade changes at qualification level*

Grade change	A level	AS	GCSE full course	GCSE double	GCSE short course	Total
Two grades down	0	0	3	0	0	3
Two grades up	101	26	1,400	5	4	1,536
Three grades up	0	2	102	1	0	105
Four grades up	0	1	15	2	0	18
Five grades up	0	0	0	0	1	1
Six grades up	0	0	1	0	0	1
Total	101	29	1,521	8	5	1,664

Qualification mark changes associated with a qualification grade change of 2 grades or more

In addition to the magnitude of the grade changes, the change in marks at qualification level that resulted in a qualification grade change of 2 grades or more were also considered¹⁴. While this provides some insight into the scale of any mark changes, there are a number of factors to consider when interpreting the changes. For example, when considering changes in marks, it is difficult to make comparisons across qualifications because, dependent on the grade boundaries, each qualification will require a different change in the number of marks to bring about a grade change. Furthermore, some of the mark changes reported here may be due to the application of special consideration, as well as (or rather than) a change based on a post-results service.

Bearing these issues in mind, Figure 1 shows a summary of the mark changes at qualification level that resulted in a qualification grade change of 2 grades or more (where there are multiple units contributing to a grade change, the marks are combined). As shown, there is a large range in the scale of the mark changes, from -27 to +148.

On average, there was an absolute mark change of 31.5 for these qualification grade changes of 2 grades or more. Although this is higher than in 2017 (when the average was 19.3 marks), making comparisons between years is problematic when new qualifications are being phased in through reform, since the qualifications that are included in the analyses each year are different (since only reformed qualifications, that do not use UMS, are included this year and last). Furthermore, given the relatively small volumes, a large change in a small number of qualifications one year could skew the average.

¹⁴ For modular (or formerly modular) qualifications, raw marks are converted to uniform mark scale (UMS) marks so that marks can be combined across examination series. A student's subject grade is then awarded based on the total number of UMS marks that they achieve. There are no UMS marks for reformed linear GCSE, AS or A level qualifications (reformed AS specifications were introduced in some subjects from 2016, and reformed GCSE and A levels in 2017). As such, in 2018, only 130 grade changes of 2 grades or more, that is 7.8% of all qualifications with grade changes of 2 grades or more, had UMS marks. Due to the low numbers, an analysis of UMS qualification mark changes is not included in this report.

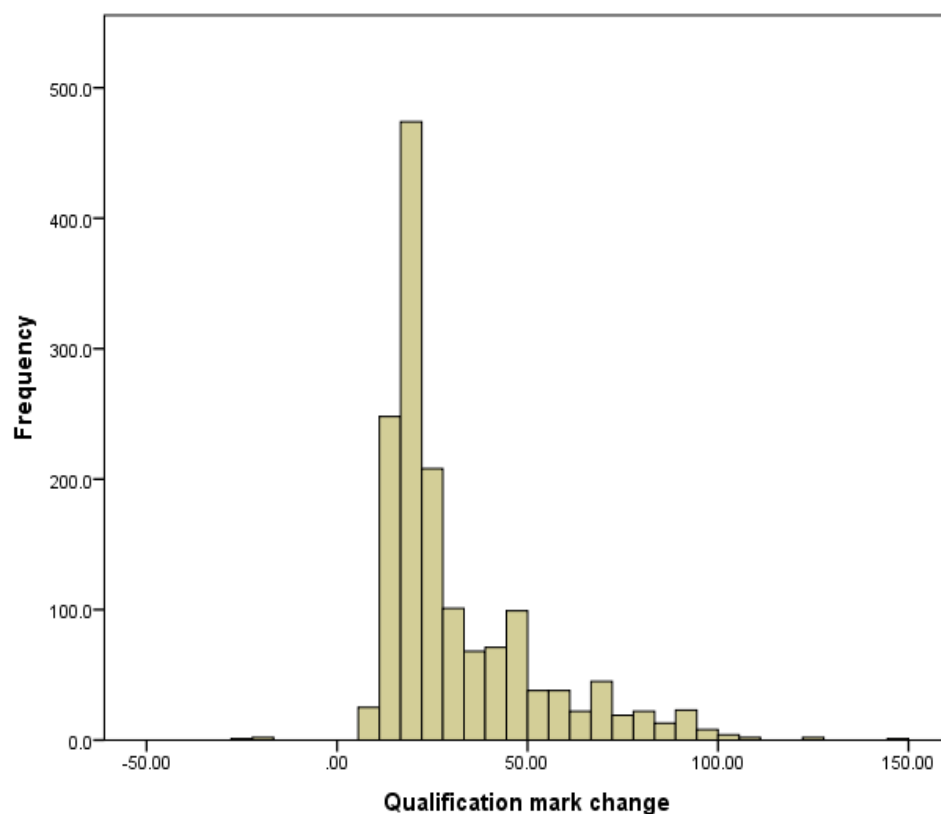


Figure 1. Qualification mark changes for grade changes of 2 grades or more

Unit mark changes associated with a qualification grade change of 2 grades or more

Figure 2 shows the mark change at unit level for units associated with a qualification grade change of 2 grades or more¹⁵. The mean absolute unit mark change was 12.3 marks, a slight increase on 2017 when the average was 11.3. Again, it is difficult to make comparisons between years though, because the maximum mark for the units that make up each qualification are generally different for the legacy and reformed specifications.

While there are some large changes in marks (ranging from -21 to +77), there are also many relatively small mark changes. Indeed, for 380 of the 2 units associated with a qualification grade change of 2 grades or more (13.4%), the mark change is 3 marks or less, with 300 units (10.6%) receiving no change in marks at review.

¹⁵ This analysis includes all units for both legacy and reformed qualifications.

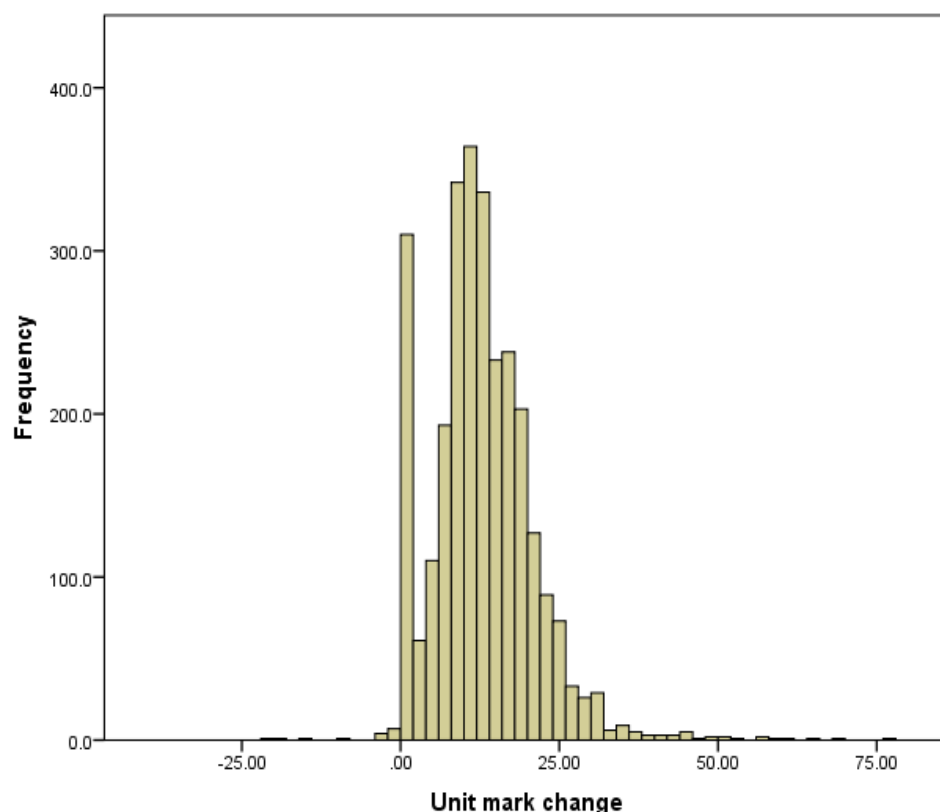


Figure 2. Unit mark changes for grade changes of 2 grades or more

Original qualification grade

Tables 9 to 12 (see appendix A) show the original qualification grade for grade changes of 2 grades or more for A levels, AS, and GCSE (full course)¹⁶, respectively. For GCSE (full course), 2 tables are provided for legacy qualifications (graded A* to G) and reformed qualifications (graded 9 to 1).

It is apparent that the patterns are quite different at each qualification level. For A level, grade changes of 2 grades or more were most frequently associated with an original qualification grade B (61%). At AS, qualification grade changes of 2 grades or more were most frequently associated with original qualification grades C and D (38% and 41%, respectively).

At GCSE (full course), grade changes of 2 grades or more were more spread across the grade range. However, they were most frequently associated with an original qualification grade D for the legacy qualifications (32%), and an original qualification grade 6 for the reformed qualifications (25%).

¹⁶ GCSE (short course) and GCSE (double) are excluded due to the low number of grade changes in these qualification types (5 and 8, respectively).

Explanations provided by exam boards

Exam boards were asked to provide the reasons for grade changes of 2 grades or more. Since 2016 exam boards have been required to record reasons for their review of marking decisions and provide these to centres on request. We are introducing new requirements meaning that exam boards will automatically have to provide reasons for all post-results review decisions from the summer 2020 exam series onwards¹⁷. Some exam boards are already beginning to implement this.

For 98% of the unit reviews related to qualification grade changes of 2 grades or more, exam boards have provided reasons for the mark change (where necessary). It is worth considering that these reasons were provided at the unit (ie review) level and not the qualification level. Thus, where multiple units contributed to a grade change, the reasons might not be the same for every unit in that qualification, and only one unit might have actually contributed to the grade change. Furthermore, multiple explanations are possible for a change on an individual unit, for example, a large grade change could result from a review of marking that also uncovered a clerical/administrative error. Finally, there are some cases where, in addition to the post-results review, special consideration was applied to the outcomes, meaning that the mark (and subsequent grade) change can be due to a combination of the two.

Out of the 2,829 unit reviews, there was no mark change for 300 units (ie the unit did not contribute to the qualification grade change or grade changes were made outside of the review process), and the reason was not specified for 63 units where the mark did change¹⁸. We will follow up with the boards where reasons for grade changes of 2 grades or more are not specified. The reasons provided for the mark change in the 2,466 remaining unit reviews have been classified into 5 broad categories:

- clerical/administrative error – for example, work that was not seen by the original marker/moderator, missing pages, keying error;
- marking error that has been corrected at review of marking – for example, misapplication of the mark scheme;
- marking error that has been corrected at review of marking and a clerical error – misapplication of the mark scheme in addition to a clerical/administrative error¹⁹;
- moderation error that has been corrected at review of moderation; this encompasses correcting moderator error by reverting to the original centre's marks or applying an alternative adjustment to the centre's marks;
- other – where marks have been changed outside of the review process, the reason for a mark change was not clear, or the script was missing.

¹⁷ <https://www.gov.uk/government/consultations/changes-to-regulations-for-enquiries-and-appeals>

¹⁸ For some of these units the explanation noted that the grade change was due to a change on another unit.

¹⁹ It is possible for a clerical error to be made on one part of the assessment, and a marking error to be made on another part of the same assessment. These errors may or may not be made by the same examiner, dependent on whether the script is marked in whole by one examiner, or on an item level, for which a number of examiners contribute towards the marking of one script.

The most common explanations for a mark change (where reasons were provided) were related to moderation errors corrected at review of moderation (48%; Table 8). This represents a shift from 2017, when 79% of the reasons for mark changes related to reviews of marking. It is not particularly surprising though considering that there were more reviews of moderation associated with grade changes of 2 grades or more in summer 2018 than in summer 2017 (see Table 1).

Errors in marking that were corrected at review of marking accounted for 44% of qualification grade changes of 2 grades or more. Where a clerical or administrative error occurred (3% of qualification grade changes of 2 grades or more), the reasons included errors inputting marks (i.e. the marks were not input accurately by the exam board or the examiner/moderator) and administrative errors resulting in scripts not being fully marked (in some cases due to candidate responses not being in the expected place and in others due to parts of a word processed script not being marked).

Table 8. Reasons for mark changes by review (categorisation based on the explanation provided by the exam board).

Reason	Number of reviews	% of reviews
Clerical/admin error	82	3%
Marking error corrected at review of marking	1,114	44%
Marking error corrected at review of marking and clerical/admin error	23	0.9%
Moderation error corrected at review of moderation	1,225	48%
Other	22	0.9%
Total	2,466	100%

Appendix A

Original qualification grade associated with grade changes of 2 grades or more by qualification type

Table 9. Original qualification grade associated with grade changes of 2 grades or more – A level

Original qualification grade	Grade change						Total
	Two down	Two up	Three up	Four up	Five up	Six up	
A*	0	-	-	-	-	-	0
A	0	-	-	-	-	-	0
B	0	62	-	-	-	-	62
C	0	12	0	-	-	-	12
D	0	16	0	0	-	-	16
E	-	8	0	0	0	-	8
U	-	3	0	0	0	0	3
Total	0	101	0	0	0	0	101

Table 10. Original qualification grade associated with grade changes of 2 grades or more - AS

Original qualification grade	Grade change						Total
	Two down	Two up	Three up	Four up	Five up	Six up	
A	0	-	-	-	-	-	0
B	0	-	-	-	-	-	0
C	0	11	-	-	-	-	11
D	0	12	0	-	-	-	12
E	-	2	0	0	-	-	2
U	-	1	2	1	0	-	4
Total	0	26	2	1	0	0	29

Table 11. Original qualification grade associated with grade changes of 2 grades or more – legacy GCSE (full course), on the A* to G scale.

Original qualification grade	Grade change						Total
	Two down	Two up	Three up	Four up	Five up	Six up	
A*	0	-	-	-	-	-	0
A	0	-	-	-	-	-	0
B	0	17	-	-	-	-	17
C	0	29	0	-	-	-	29
D	0	35	1	0	-	-	36
E	0	19	1	0	0	-	20
F	0	7	0	0	0	0	7
G	-	2	0	0	0	0	2
U	-	0	0	0	0	0	0
Total	0	109	2	0	0	0	111

Table 12. Original qualification grade associated with grade changes of 2 grades or more reformed GCSE (full course), on the 9 to 1 scale.

Original qualification grade	Grade change						Total
	Two down	Two up	Three up	Four up	Five up	Six up	
9	0	-	-	-	-	-	0
8	1	-	-	-	-	-	1
7	1	203	-	-	-	-	204
6	1	350	21	-	-	-	372
5	0	231	19	1	-	-	251
4	0	245	26	9	0	-	280
3	0	222	27	3	0	1	253
2	0	33	5	0	0	0	38
1	-	6	1	2	0	0	9
U	-	1	1	0	0	0	2
Total	3	1,291	100	15	0	1	1,410



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