



Joint Council for
Qualifications

A guide to the awarding bodies' appeals processes

Effective from 17 August 2017

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 **AEA, Cambridge Nationals, Cambridge Technicals, Edexcel Awards, Edexcel Certificates, Edexcel International GCSE, ELC, Essential Skills (Wales), FSMQ, Functional Skills, GCE, GCSE, Project qualifications, WJEC Level 1 and Level 2 General qualifications, WJEC Level 1 and Level 2 Vocational qualifications, WJEC Level 3 Applied qualifications and WJEC Skills Challenge Certificate (Welsh Baccalaureate)**. If the qualification you are concerned about is not one of these, then please refer to the individual awarding body's documentation.
2. These procedures meet the requirements of the three qualification regulators for England, Wales and Northern Ireland (Ofqual, Qualifications Wales and CCEA): their regulatory documentation underpins the awarding bodies' appeals processes.
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 other 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 similarity in the way all appeals are handled, this structure has inevitably led to some repetition in the presentation of the information. It is hoped 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 detailed in this document that a centre wishes to query or discuss, the relevant awarding body's appeals officer should be contacted (**see Appendix A, page 17**).
6. Awarding bodies 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/waived if the appeal is upheld.

Appeals against the outcomes of enquiries about results

Introduction

7. If a head of centre is dissatisfied with examination results and has reasons to suspect they may not be accurate, the first step 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/post-results-services>
8. If a head of centre is dissatisfied with examination results following **the outcome of the enquiry about results process**, he/she should refer to the relevant JCQ documentation. At the time of publication of results awarding bodies will publish further information on their websites. If after consulting the relevant documentation, the head of centre **genuinely believes that the awarding body has not followed due procedures**, it is possible to submit an appeal in line with the procedures set out within this document.
9. Appeals should focus on whether an awarding body:
 - a) has used procedures that were consistent with regulatory requirements;
 - b) has applied its procedures properly and fairly in arriving at judgements;
 - c) **For AS, A-level and Project qualifications only**, has not properly applied the mark scheme. For the avoidance of any doubt, the head of centre **must** indicate precisely where this has been the case.

For AS, A-level and Project qualifications only, the mark could not have been given by a trained and standardised marker who had appropriate subject knowledge and who had exercised his/her academic judgement in a reasonable way.
10. If an application for an appeal is accepted, an investigation into candidates' or centre's results, and the awarding body's procedures, will follow. Appeals accepted for investigation on procedural grounds will not generally involve a further review of candidates' work.
11. **If an original hard copy script has been returned to the centre under the Access to Scripts service, it cannot form part of an enquiry about results or a subsequent appeal.**

Who can appeal?

12. Appeals can only be submitted by **a head of centre** on behalf of a candidate or a group of candidates.
13. **Please note that 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 entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.**

How to appeal

14. The **head of centre** 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 17**. There is also a form (JCQ/App1) that may be used (**see page 14**).
15. **Appeals must be made within 30 calendar days of receiving the outcome of the enquiry about results process ("the Outcome")**.

Where **reasons** for the Outcome are received after the Outcome, the centre is allowed 15 calendar days from provision of the **reasons** for the Outcome to request an appeal.

If the **reasons** for the Outcome have been provided within 15 calendar days of receiving the Outcome, appeals must **still** be made within 30 calendar days of receiving the Outcome. This is because the 15 calendar days allowed to request an appeal (following provision of **reasons**) will form part of the overall 30 calendar days to make the request for an appeal.

16. The **head of centre must** set out clearly and concisely the grounds for the appeal.
17. When an application for an appeal is received, an awarding body 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, an officer in an awarding body may make the decision.
18. The decision whether or not to accept the application for an appeal is based on:
 - the grounds for the appeal put forward by the head of centre;
 - whether an enquiry about results has been completed;
 - the timescale of the application.

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

What happens during the preliminary Appeals Process?

19. The preliminary Appeals Process involves an investigation of the case by an 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*.
20. **With the exception of paragraph 9c, page 2**, an appeal investigation does not generally involve a further review of the candidates' work. However, such action may be authorised following the preliminary review or Appeal hearing.
21. After the investigation the appeal will either be rejected (disallowed) or upheld (allowed). If the appeal is upheld any necessary further work on the candidates' scripts or results will be undertaken. Any such work will always be carried out in accordance with awarding body and inter-board JCQ agreed procedures.
22. The preliminary Appeal outcome letter detailing the awarding body's decision will be sent to the head of centre.

* The appellant is the individual or body who submits the appeal.

Appeal hearings

23. If the head of centre remains dissatisfied with the outcome of the preliminary Appeal, a written request (using Form JCQ/App1) for an Appeal hearing should be sent to the relevant awarding body. **(Contact details are provided in Appendix A, page 17.)**
24. **A request for an Appeal hearing must be made within two calendar weeks of receipt of the preliminary Appeal outcome letter. Awarding bodies will reject appeals made outside of this timescale.**
25. An Appeal hearing is designed to ensure that the head of centre has a formal opportunity to present their case to an impartial body. **A member of centre staff must represent the centre at the Appeal hearing.**
26. For an Appeal hearing, an awarding body typically convenes a panel of three or four people. They will be 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.

Each member will be asked to confirm at the start of the appeal hearing that they have not had a previous connection with, or any personal interest in the case.

At least one of the panel members will be an 'independent member'. Independent members are individuals who have had no employment or other responsibilities with that awarding body for at least the previous five years.

The independent member(s) will make themselves known at the beginning of the appeal hearing.

The Chair will indicate that it is the role of all Panel Members to ensure that the hearing is conducted in accordance with the procedures detailed in this document.

The procedure followed at the Appeal hearing will be as set out in **paragraphs 56 – 77, pages 9-12, of this booklet.**

Appeals against decisions made in cases of malpractice

Introduction

27. Malpractice, maladministration or non-compliance, includes any act, default or practice which is a breach of the Regulations including, for example, that which:
 - compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate; **and/or**
 - damages the authority, reputation or credibility of any awarding body or centre or any officer, employee or agent of any awarding body or centre.
28. 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 Assessments: Policies and Procedures*. This booklet can be obtained from the JCQ website - <http://www.jcq.org.uk/exams-office/malpractice>
29. 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.
30. Appeals may be initiated against a finding of malpractice and/or the sanction imposed by the awarding body. **It is not possible to appeal against a decision to take no further action or against a sanction which is perceived to be too lenient.**

Who can appeal?

31. A head of centre may appeal against a finding of malpractice and/or the sanction imposed on the centre or members of staff (including contracted workers), and on behalf of candidates entered or registered through the centre.
32. A member of centre staff or personnel contracted to a centre (e.g. an external invigilator) may appeal against a finding of malpractice and/or the sanction imposed on him/her.
33. A third party who has been barred from taking examinations or assessments with an awarding body may appeal against that decision.
34. **Please note that 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 entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.**

How to appeal

35. A head of centre, a member of staff or a third party, as defined in **paragraph 33, page 5**, (the appellant) 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 17**. There is also a form (JCQ/App1) that may be used (**see page 14**).
36. **Appeals should be made within two calendar weeks of receiving the malpractice decision. Awarding bodies may reject appeals made outside of this timescale.**
37. **The head of centre, a member of staff or a third party submitting the appeal must set out as clearly and concisely as possible the grounds for the appeal and must include any further evidence relevant to supporting the appeal.**
38. **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 JCQ publication *Suspected Malpractice in Examinations and Assessments* ;
 - the decision was unreasonable in light of the evidence presented to the Malpractice Committee;
 - further evidence (including medical evidence) has come to light which changes the basis of the awarding body's decision;
 - the sanction imposed is disproportionate to the seriousness of the malpractice.
39. 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.

What happens during a Malpractice Appeal investigation?

40. When an appeal is received, it is checked by an officer of the awarding body (or a committee of officers). The context and grounds of the appeal and the supporting documentation are checked for their validity and how the appeal 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 appellant to acknowledge receipt of the appeal and advise on the process to be followed. The awarding body reserves the right to inform heads of centre where relevant.
41. The officer (or committee of officers) may:
 - refer the matter to an appropriate awarding body officer for fresh consideration without the need for a hearing; or
 - refer the matter to an Appeal hearing. The procedure followed at the Appeal hearing will be as set out in **paragraphs 56-77, pages 9-12, of this booklet**;
 - reject the grounds of appeal.

Appeals relating to access arrangements and special consideration

Introduction

42. The awarding bodies recognise that there are some candidates who may be 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;
 - circumstances at the time of or during the examination or assessment.
43. **Access arrangements and reasonable adjustments** are **pre-examination adjustments** approved before an examination or assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the examination or assessment.
44. **Special consideration** is an adjustment to a candidate's mark or grade to reflect temporary illness, injury or other indisposition **at the time of the examination or assessment**.
45. Access arrangements, reasonable adjustments and special consideration decisions are based on an inter-awarding body agreement. The principles and regulations governing access arrangements and special consideration are set out in the JCQ publications *Access Arrangements and Reasonable Adjustments* and *A guide to the special consideration process*. Copies of these publications can be found on the JCQ website – <http://www.jcq.org.uk/exams-office>
46. If after consulting the respective document, which outlines the decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates, the head of centre disagrees with the decision made and reasonably believes that the awarding body has not followed due procedures, a written request setting out the grounds for a preliminary Appeal should be forwarded to the relevant awarding body. A list of the awarding bodies' addresses is provided in **Appendix A, page 17**. There is also a form (JCQ/App1) that may be used (**see page 14**).

Who can appeal?

47. Appeals may be accepted from a head of centre on behalf of a candidate or a group of candidates.
48. **Please note that 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 entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.**

How to appeal

49. Before undertaking an appeal, it may help if the head of centre discusses the situation with the relevant awarding body. Such discussions will sometimes resolve the matter without recourse to appeal.
50. **The appeal request should be made within two calendar weeks of receiving the original decision letter, and should set out clearly and concisely the grounds for the appeal. Awarding bodies may reject appeals made outside of this timescale.**

What happens during the preliminary Appeals Process?

51. A preliminary Appeals process involves an investigation of the case by an officer or officers of the relevant awarding body. The officer will not have had a previous connection with, or any personal interest in the case. The preliminary 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 which is subject to appeal.
52. A letter detailing the awarding body's decision and summarising the results of the preliminary review will be sent to the head of centre when the review is complete.

Appeal hearing

53. If the head of centre disagrees with the outcome of the preliminary Appeal, a written request for an Appeal hearing should be sent to the relevant awarding body. A list of the awarding bodies' addresses is provided in **Appendix A, page 17**. There is also a form (JCQ/App1) that may be used (**see page 14**). The awarding body will make arrangements for a hearing.
54. **This appeal request should be made within two calendar weeks of receiving the outcome of the preliminary Appeal.**
55. The procedure followed at the Appeal hearing will be as set out in **paragraphs 56 – 77, pages 9-12, of this booklet.**

The procedure for Appeal hearings:

Before the hearing

56. The appellant will have lodged an application for an Appeal hearing within two calendar weeks of being notified of the outcome of the preliminary Appeal.
57. **The application must clearly set out both the grounds of appeal and 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. The awarding bodies reserve the right to produce material in rebuttal of any appeal application.**
58. Appellants will be expected to attend the Appeal hearing in person.
59. If when notified of the date set for the appeal panel hearing, the appellant does not attend without good reason, the hearing may proceed in their absence.
60. The appellant may be accompanied by a friend, colleague or union representative but names and addresses of all representatives **must** be provided to the awarding body **no later than 7 days before the date of the hearing**. It would not generally be expected that the appellant's attendees would exceed three in number.
61. The awarding bodies may also call any representatives relevant to the case. It would not generally be expected that awarding body representatives would exceed three in number.
62. Candidates and/or their parents/carers will not 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 any parties at the hearing, but they may make statements at the discretion of the Chair of the panel.
63. Other observers may attend hearings with the approval of the Chair.
64. Legal representation is not normally permitted at an Appeal hearing, as an Appeal hearing is not a legal function.
65. 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 the appellant is agreed, the awarding body may also be legally represented.
66. 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**.
67. Where any material is considered by the awarding body to be of a confidential nature, the awarding body may make such material available to the appeal hearing under such conditions as are necessary to protect the confidentiality of the material. The awarding body will ensure compliance with any relevant provisions of the Data Protection Act and when it comes into force, the EU General Data Protection Regulation.

At the Appeal hearing

68. The appeal 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.
69. **In an appeal concerning an enquiry about results**, the test applied by the panel will be whether the awarding body:
- a) has used procedures that were consistent with regulatory requirements;
 - b) has applied its procedures properly and fairly in arriving at judgements;
 - c) **†for AS, A-level and Project qualifications only**, has not properly applied the mark scheme. For the avoidance of any doubt, the head of centre **must** indicate precisely where this has been the case.

†For AS, A-level and Project qualifications only, the mark could not have been given by a trained and standardised marker who had appropriate subject knowledge and who had exercised his/her academic judgement in a reasonable way.

In an appeal related to malpractice or maladministration, the panel will consider, on the balance of probabilities, whether there was sufficient evidence to support the finding of malpractice and how appropriate the original penalty or sanction was in light of the JCQ Malpractice regulations, awarding body precedents and any additional information provided by the appellant or awarding body.

In an appeal focusing on access arrangements or special consideration, the panel will consider whether the awarding body's actions were consistent with the published procedures and were fair.

70. The normal procedure to be followed during appeal hearings is outlined below:
- 70.1 A member of the panel will Chair the hearing.
 - 70.2 The awarding body will be responsible for ensuring that a record of the proceedings is kept.
 - 70.3 The Chair will undertake introductions, outline the procedures to be followed and if appropriate, provide a summary of the case.
 - 70.4 The Chair may, at his/her discretion, accept written evidence from a third party unable or unwilling to attend the hearing (**see paragraph 66, page 9**).
 - 70.5 The Chair will invite the appellant to present their case to the panel.
 - 70.6 The Chair will then offer the representative(s) of the awarding body the opportunity to question the appellant.
 - 70.7 The Chair and the panel members will then have the opportunity to question the appellant.
 - 70.8 The Chair will then invite the representative(s) of the awarding body to present their case to the panel.
 - 70.9 The Chair will offer the appellant the opportunity to question the representative(s) of the awarding body.

- 70.10 The Chair and the panel members will then have the opportunity to question the representative(s) of the awarding body.
- 70.11 The Chair will offer the representative(s) of the awarding body an opportunity to sum up their case, if they wish to do so. **Awarding bodies will not introduce new information at this stage.**
- 70.12 The Chair will then offer the appellant an opportunity to sum up their case, if they wish to do so. **Appellants will not introduce new information at this stage.**
- 70.13 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).
- 70.14 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.
- 70.15 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 complete and they may leave.

71. The panel will deliberate in private. In reaching its decision, the appeals panel will apply, as appropriate, the tests set out in **paragraph 69, page 10**. Where the appeal relates to the awarding body's procedures, the appeals panel will also consider whether any remedial action subsequently taken by the awarding body was sufficient to rectify the matter.

The appeals panel may decide to uphold the appeal or to reject it. If the appeal is upheld, the panel may:

- refer the matter back to the appropriate awarding body officer for further consideration on such basis as the panel may direct; or
- direct the awarding body to carry out further work;
- in a Malpractice appeal confirm or amend the sanction.

After the Appeal hearing

72. 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.
73. **Any further work will be carried out in full compliance with regulatory requirements and JCQ agreed procedures.**
74. If the appellant and the awarding body were present at the hearing, 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, the head of centre (where relevant) and to the awarding body representative(s) no later than five working days after the hearing.
75. A summary report or transcript of the hearing may be provided to the appellant and to the awarding body representative(s) within 28 calendar days. **This report or transcript will be confidential to parties to the appeal.**
76. 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.
77. **The hearing by the appeals panel will complete the awarding body's internal appeals procedures. No further appeal will be accepted by the awarding body.**

Further avenues of appeal for access arrangements, enquiries about results and special consideration

78. **For centres in England**, where dissatisfaction remains with the decision of the Appeal hearing, an appeal may be made to the Examination Procedures Review Service (EPRS). The Examination Procedures Review Service is provided by Ofqual and has been set up to ensure that schools and colleges, and also candidates and parents, are satisfied that grades issued by an awarding body are as fair and accurate as they can be.
79. **Appeals to the EPRS should be addressed to:**
EPRS, Ofqual, Spring Place, Coventry Business Park, Herald Avenue, Coventry, CV5 6UB. Telephone 0300 303 3346 / e-mail eprs@ofqual.gov.uk
80. **Appeals to the regulators must be made within three weeks of receipt by the appellant of the draft report/transcript of the hearing issued by the awarding body.**

For centres in Wales and Northern Ireland, the relevant qualification regulator's website should be consulted.

Further avenues of appeal for malpractice

81. **The decision of the Malpractice Appeals Committee or panel is final. There are no further avenues of appeal against decisions taken by awarding bodies in cases of malpractice. The regulators do not hear appeals against malpractice decisions.**

Timescales

82. The awarding bodies aim to complete a preliminary Appeal within five calendar weeks of the receipt of the application.

The awarding bodies aim to resolve a request for an Appeal hearing within ten calendar weeks of the receipt of a request for an Appeal hearing.

Review of other administrative decisions

83. During the processing of any examination series, circumstances arise that cause an awarding body 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.

A head of centre who is concerned by such administrative decisions should contact the relevant awarding body's appeals officer to discuss his/her concerns.

84. The most common types of other 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 aegrotats.

85. These cases will not be subject to an Appeals hearing.

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.

Please indicate the type of appeal or review being initiated

Enquiries about Results	<input type="checkbox"/>	Maladministration/Malpractice	<input type="checkbox"/>
Access Arrangements or Special Consideration	<input type="checkbox"/>	Review of other administrative decisions	<input type="checkbox"/>

If this is an appeal against the outcome of an enquiry about results or an access arrangement/special consideration decision, please indicate below whether this is an application for a preliminary Appeal or an Appeal hearing.

Preliminary Appeal	<input type="checkbox"/>	Appeal hearing	<input type="checkbox"/>
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***Please note that centres cannot proceed to an Appeal hearing unless they have already initiated a preliminary Appeal and this appeal has been completed.**

1. Name of head of centre or in cases of malpractice, centre member of staff making the application:

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2. Centre name:

.....

3. Address:

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.....

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4. Telephone number: Fax number:

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

.....

6. E-mail 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 this is an appeal against the outcome of an enquiry about results 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

Head of Performance Standards
AQA
Devas Street
Manchester
M15 6EX
appeals@aqa.org.uk

CCEA

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

OCR

Appeals Team
OCR
1 Hills Road
Cambridge
CB1 2EU
appeals@ocr.org.uk

Pearson

Appeals Office
One90 High Holborn
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WC1V 7BH
edexcelappeals@pearson.com

WJEC

Assistant Director (Customer Support)
WJEC
245 Western Avenue
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appeals@wjec.co.uk

City & Guilds

1 Giltspur Street
London
EC1A 9DD