

Qualifications Wales

CCEA (Northern Ireland)

Scope

The scope of this complaints procedure does not include a number of procedures for which there are alternative arrangements, namely, Post Results Services and appeals against reviews of results (marking and moderation), malpractice, special consideration, access arrangements or other examination administrative arrangements such as very late arrivals, missing scripts or use of aegrotats. Please refer to the Exams Officer home page on our website for further information about Post Results Services and Appeals.

A review of a grade or mark cannot be undertaken through the complaints procedure, and WJEC/Eduqas can only accept a request for review of a grade or mark from a centre or private candidate through the relevant Post Results Service procedure.

Comments against the content of qualification specifications which have been accredited or approved by regulators and comments about the content of question papers will be considered as part of WJEC/Eduqas' reviewing approach to the development, delivery and awarding of qualifications.

Complaints against a decision or action taken by a centre delivering WJEC/Eduqas qualifications must be directed to the centre and progressed via the centre's internal procedures.

WJEC/Eduqas will not investigate complaints about centres in relation to the quality of teaching or training the centre provides. These complaints should be raised directly with the centre.

Further queries

Any queries regarding this policy may be directed to:

Complaints@wjec.co.uk