

Head of Centre

2 June 2017

**OCR GCSE English Literature (J352/02) error**

Dear Head of Centre

On behalf of OCR, I apologise wholeheartedly to your teachers and to your students for the error on our GCSE English Literature paper J352/02. It was unacceptable and we are deeply sorry for the confusion and distress caused.

Our chief aim is to make sure your students are not disadvantaged. Following my email earlier this week, I wanted to explain more about what we are doing to ensure your students get the results they deserve. I hope this will be helpful information to share.

The error – citing ‘Capulets’ instead of ‘Montagues’ – happened on question 4, which was the first of two optional questions about *Romeo and Juliet*, in the second half of the paper.

We will have received all papers by the end of this week (2 June) and will then begin marking them. During the first stage of this process, we will collect data to get a clear picture of the different ways students may have been affected. These may include, for example, students who attempted question 4 as written, students who corrected the question themselves, and those who attempted to answer the question before moving on to the other optional question (question 5). We will brief all our examiners to identify the different ways students tackled question 4 and on how to mark each one.

At the same time, OCR’s Research and Technical Standards team is investigating the different ways in which marks can be applied to best reflect students’ abilities and their performance in all their GCSE English Literature exam papers. Once marking is completed and we know the overall impact of the error, we can then apply the most appropriate solution. In addition to examiner feedback, we can also use statistical analyses to evaluate performance across the whole exam to inform our marking. And when we turn marks into final grades, grade boundaries can be adjusted if necessary.

I hope this outline of activities helps provide some clarity on our approach to rectifying our mistake. We are making every effort to ensure students get a fair result and the impact of the error is minimised. We are also working closely with the regulator Ofqual on the steps we are taking.

To help teachers and students to better understand the result in August, the marked papers for this exam will be provided free of charge. In addition, teachers can use OCR’s free Active Results service to analyse the results. If students and teachers are not happy with their GCSE English Literature result, there will also, of course, be the usual option to request a review of the marking of the exam paper.

Once again, I am very sorry for our mistake. To keep you and your students informed of our on-going work, we will provide a further update before results day which will be sent to you and will be available on OCR’s website.

Yours faithfully



**Leo Shapiro**  
Chief Executive, OCR