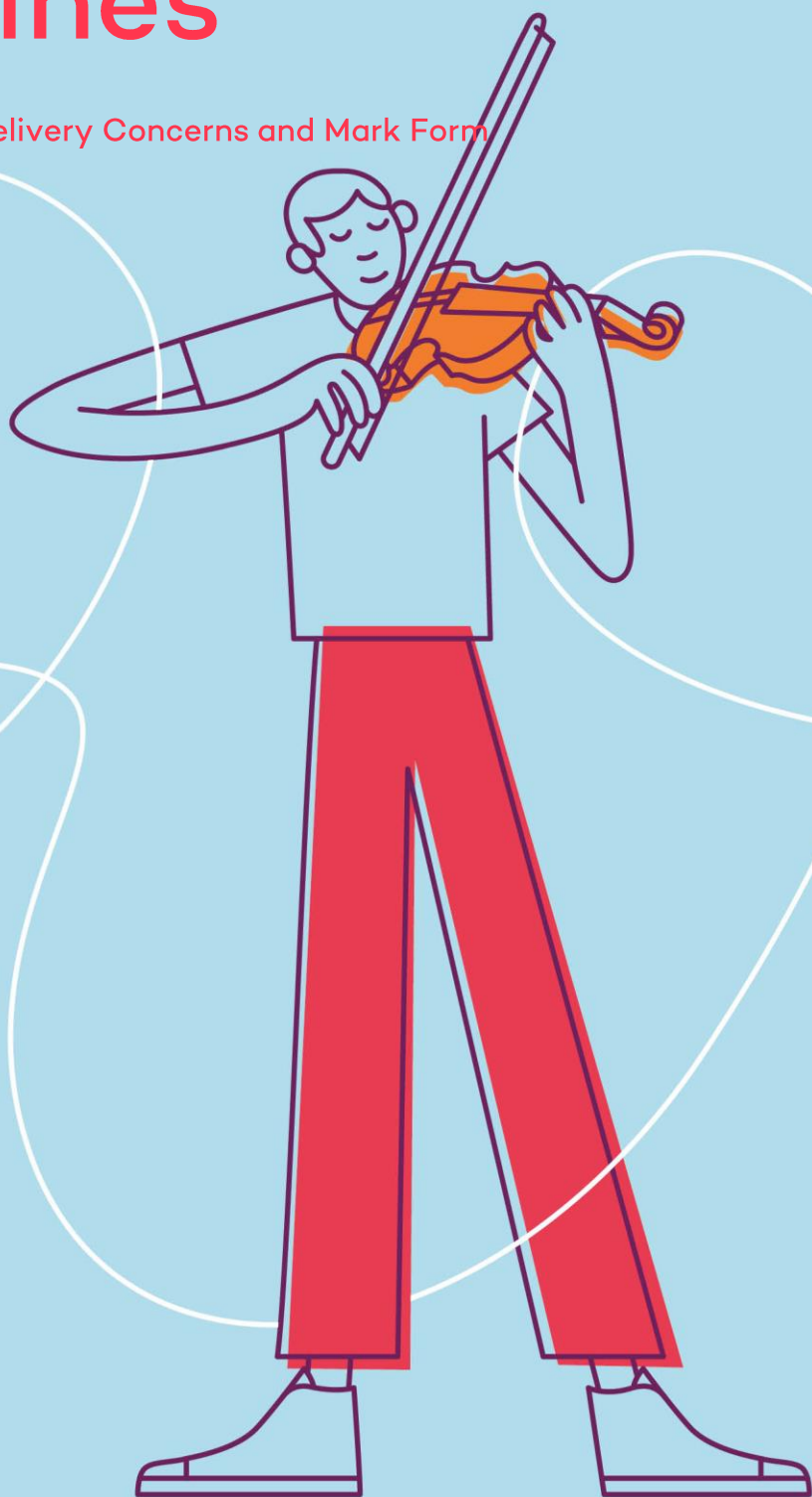


ABRSM

Exam Feedback Guidelines

Results Review, Exam Delivery Concerns and Mark Form
Feedback



4-17-2024

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Results Review, Exam Delivery Concerns and Mark Form Feedback (Practical Grades, Performance Grades, diplomas and Music Theory exams)

Definitions

1. A **Results Review** is a paid-for service for querying the **marks awarded** in a Practical Grade, Performance Grade, diploma or Music Theory Grade exam. Depending on the outcome of the review, we may amend the mark.
2. An **Exam Delivery Concern** is a query about the **delivery of the exam** by the examiner (but not the marks they awarded). If the query relates to operational concerns, such as the exam venue itself, please click to [Submit a complaint](#).
3. **Mark Form Feedback** is for raising concerns about clerical errors on the mark form.

Eligibility

1. Only people with a direct interest in the exam can request one of the above feedback processes. These people are:
 - a. The candidate, or their parent/carer if the candidate is under 18
 - b. The applicant (the person who booked the exam)
 - c. The candidate's teacher
2. You must make all Results Review, Exam Delivery Concern and Mark Form Feedback requests using the form available on our online service. . We cannot accept anonymous requests. .
3. We will let you know that we have received your form within three working days. Our Quality Assurance team will then process your request before sending you a response. .

Face-to-face exam recordings

By booking a face-to-face Practical Grade or Performance ARSM you agree to us recording the exam and to the recording becoming our property. We will not make a copy available to you. The audio-recording has the status of an exam script and is therefore exempt from subject access requests under GDPR and data protection law.

Performance Grade and Performance diploma exam recordings

The video recording of the exam is for ABRSM's assessment purposes only. It must not be shared or used for any other purpose. Do not share the video with any other person or upload the video to file sharing or social media websites such as Facebook or YouTube. If the exam recording is shared with anyone other than ABRSM, we may disqualify the candidate.

The video recording has the status of an exam script and is therefore exempt from subject access requests made under GDPR and data protection law. However, candidates can keep a copy of their video recording after submitting it to us. They can also request other information about themselves and how we use their personal data. See our Privacy Policy for details: www.abrsm.org/more-information/policies/privacy-policy

1. Results Review: Practical and Performance Grades, diplomas and Music Theory Grades

We carry out a Results Review to investigate queries about marks awarded for an exam.

How to request a Results Review

You must submit the appropriate online form (email for diplomas) within three weeks of the release of the result. We will not accept requests that we receive after this date. We then contact you to take payment of the investigation fee, as listed below. We can only begin the review once we've received your payment.

Assessment level	Fee payable *
Grades Initial-5	£30
Grades 6-8 & ARSM	£45
LRSM	£80
FRSM	£120
Music Theory Grades 6-8	50% of exam fee

*For candidates outside the UK the fee will be equivalent to the amounts listed above but in local currency.

Reasons for the review

A Results Review is only for querying marks awarded by the examiner. You should include your reasons for requesting the review when you submit the form.

Results Review process

- **Practical and Performance Grades and diplomas:** We send the exam recording to a member of our review panel. They review the recording, followed by the mark form and your reason for requesting the review. They then decide if the marks are justifiable.
- **Music Theory exams:** We send the exam paper to our Chief Theory Moderator, who reviews the paper, followed by your reason for requesting the review. They then decide if the marks are justifiable.
- Following the review, our Quality Assurance team sends you our response by email. We aim to send this within six weeks of receiving the review fee.

Possible outcomes

If the reviewer decides that the original marks are justified, we keep the review fee and there is no change to the original result.

If the reviewer decides that the original marks are not justified, we take the following steps:

- We change the mark(s) (up or down) according to the reviewer's assessment. We may also amend the original mark form comment(s) and provide a new form.

- If we change the exam result , we refund the review fee and issue a new certificate if needed. If we issue a new certificate, we will ask you to destroy the original. .
- If we change the exam category downwards (for example from Merit to Pass), we will ask you to send us photographic proof to show that you have destroyed the original certificate . We may provide more information about what you need to do in the review outcome email.
- Our Quality Assurance team then follows up with the examiner concerned, with professional support and monitoring if needed.

2. Exam Delivery Concerns: Practical Grades and face-to-face Performance ARSM

If you have concerns about the examiner's **delivery of an exam**, as listed below, please send these to us using the form available on our online service. You must do this within three weeks of the exam date.

Concern	Process applied for	Submission deadline	Response time
Examiner delivered an incorrect test	The Quality Assurance team will		
Examiner's manner fell below expectation, or candidate felt rushed	listen to the exam recording and liaise with the examiner where applicable.	Within three weeks of the release of the result.	Within six weeks of receipt of complaint.
Examiner did not observe pre-arranged access arrangements for a candidate with specific need	There will also be a clerical check of the mark form.		

Possible outcomes

If we find a mistake when we check the recording or mark form, we may amend the relevant mark(s) and comment(s).

Our Quality Assurance team will follow up with the examiner concerned, with professional support and monitoring.

Depending on the outcome, we may provide a full or partial refund of the exam fee .

3. Mark Form Feedback: Practical and Performance Grades and diplomas

This process is for investigating clerical errors and concerns relating to the language used on the mark form. Please send your Mark Form Feedback using the form available on our online service. You must do this within three weeks of the exam date.

<u>Example of errors</u>	<u>Submission deadline</u>	<u>Response time</u>
Spelling mistakes, incorrect piece titles	Within three weeks of the release of the result.	Within six weeks of receipt of complaint.

Possible outcomes

If our review supports your Mark Form Feedback, we may amend the mark form. We will also follow up with the examiner concerned, with professional support and monitoring.

Depending on the outcome, we may provide a full or partial refund of the exam fee .

External review

If you are not happy with our response, you can request an External Review. This investigates the way we carried out your Results Review or the review of your Exam Delivery Concern. An External Review only reviews the implementation of our processes in response to a query. It does not re-investigate the original query. For this reason, there are no changes to marks after an External Review.

You must request the External Review within

14 days of receiving the email giving our response to your original query. Send your request to the Chief Executive by email and you will be requested to pay the External Review fee, which you can find on our website: www.abrsm.org/dates-and-fees/exam-dates-and-fees-latest

We aim to acknowledge your request within three working days of receiving it. We then aim to let you know the outcome of an External Review within four weeks of this acknowledgement. If we are unable to respond within this time, we will let you know.

An appropriate independent person, with no direct connection with ABRSM, carries out the External Review. Their findings are then approved and issued by the Chief Executive. If an External Review finds fault in the way we carried out our processes, we will refund the External Review fee. We may also issue a full or partial refund of the exam fee.

Regulatory authorities

If you have gone through all the processes outlined above, and are still unhappy with the outcome, you can refer the matter to the appropriate regulatory authority. You can contact the regulator using the link on this web page:

<https://www.gov.uk/appeal-exam-result>

On request, we will submit a full report to Ofqual, Qualification Wales or the CCEA (Northern Ireland). This will provide details of all stages of the review and any other relevant information. The regulatory authority will tell you directly about the outcome.