



# Exam Delivery Concerns, Mark Form Feedback and Results Review

(Practical grades and ARSM)

## Definitions

1. An **Exam Delivery concern** is a query about the **delivery of exam procedure** by the examiner (but not the marks awarded). If the query relates to operational concerns, such as the exam venue itself, please direct your enquiry to [abrsms@abrsms.ac.uk](mailto:abrsms@abrsms.ac.uk)
2. **Results Review** is a paid-for service to query the **marks awarded** in an exam. Subject to the outcome of the review, this may result in a mark amendment.
3. **Mark Form feedback** is for raising any concerns related to **mark form comments**

## Eligibility

1. Only those with a direct interest in the relevant exam may lodge an Exam Delivery concern or request a Results Review:
  - a. Candidate, or where the candidate is under 18, the parent/guardian of the candidate
  - b. Applicant
  - c. Teacher
2. All Exam Delivery concerns and Results Review requests must be made through the relevant ABRSM online form ([here](#)). Anonymous submissions cannot be processed.
3. All forms received will be acknowledged within two working days, and will be actioned by the Quality Assurance team, after which a formal response issued.

## Exam recordings

By submitting your exam entry you agree to your exam being recorded and to the recording becoming the property of ABRSM (no copy will be made available to you: the audio-recording has the status of an examination script and is therefore exempt from subject access requests under GDPR and Data Protection legislation).



## 1. Exam Delivery concern

If you have any concerns about the examiner's **delivery of an exam**, as listed below, please submit these via the online form within two weeks of the exam date.

Concern	Process applied for	Submission deadline	Response time
Examiner delivered an incorrect test	Quality Assurance team will listen to the exam recording, and liaise with examiner where applicable.  There will also be a clerical check of the mark form.	Within two weeks of the exam date	2–3 weeks from acknowledgement of form receipt
Examiner's manner fell below expectation, or candidate felt rushed			
Examiner did not observe pre-arranged access arrangements for a candidate with specific needs			

### Possible outcomes

If an error is identified through scrutiny of the recording or the mark form, the relevant mark(s) and comment(s) may be amended.

At ABRSM's discretion, a full or partial refund of the entry fee may be applicable.



## **2. Results Review**

This process is intended to investigate instances where an unexpected result is received, leading to a query about **the marks awarded**

### **How to submit a request for a Results Review**

The appropriate web form must be submitted within three weeks of receiving the result. ABRSM will then contact you to take payment of the fee applicable to the investigation. (ABRSM is unable to initiate a request for Results Review until the appropriate fee has been received).

<b>Assessment level</b>	<b>Fee Payable</b>
Grades 1-5	£25
Grades 6-8 and ARSM	£40

### **Grounds for review**

Results Review is solely for the purpose of querying marks awarded. For concerns about the delivery of an exam, or the mark form comments, please use options 1 or 3, accordingly.

### **Results Review process**

- The audio recording will be sent to a member of the Review Panel, who will review both the exam recording and mark form, in order to decide if the marks awarded are justifiable.
- The Quality Assurance team will investigate the examiner's marking statistics, moderation and mark form report history, and any other relevant information.
- The Quality Assurance team will take into consideration the candidate's and applicant's previous results, if available.
- A formal response will be provided.

### **Possible outcomes**

The outcome of a Results Review and all relevant detail will be communicated by email, which will be sent normally within four weeks of acknowledgment of successful payment.

If the original marks are deemed to be justifiable, the review fee will be retained by ABRSM and the original result will stand.

If the original marks are deemed to be unjustifiable;

- The mark(s) will be amended on the mark form according to the Reviewer's assessment, however the original mark form comment(s) will not be changed.
- If the exam result category is changed, a new certificate will be issued. ABRSM will need to be in receipt of the original certificate in order for the new one to be issued – where applicable, this will be requested at the time of communicating the Review outcome.
- The review fee will be refunded.

Where a result is found to be unjustifiable, the Quality Assurance team will follow this up with the examiner, with additional performance monitoring and support, as applicable.



### **3. Mark Form Feedback**

If your concerns surround the **mark form commentary** provided, this is the route to follow. Below are some examples of the type of concerns which fall into this category.

	<b>Process applicable</b>	<b>Submission deadline</b>	<b>Response time</b>
Matching of comments to marks	Depending on the nature of the concern, this may involve listening to a specific part of the exam via the audio recording, liaising with the examiner and/or a clerical check of the mark form	2 weeks after receipt of result	Approx. 4 weeks after receipt of feedback
Tone of comments on mark form			
Enquiry into possible exam test delivery error apparent from the mark form (e.g. suspected wrong scale asked)			

#### **Possible outcomes**

Where there is evidence on the mark form and/or recording that a wrong test has been administered, there is the possibility that an item mark and/or comment will be amended.

For all other types of enquiry, marks will not be changed after they have been issued. If investigation substantiates the Mark Form Feedback, a full or partial refund may be offered.

## **External Review**

Where a customer remains unsatisfied with ABRSM's response, there remains the option of an External Review, which is to investigate the application of ABRSM's Exam Delivery or Results Review **procedures**, in the particular case. Please note that External Review is solely to review and verify the implementation of ABRSM's stated processes in response to a particular query, *not* to re-investigate the original query itself. For this reason, marks will not be altered as a result of an External Review.

A request for External Review should be made within 14 days of receipt of ABRSM's outcome response, and must be addressed to the Chief Executive, together with the fee applicable ([www.abrsm.org/fees](http://www.abrsm.org/fees)). ABRSM aims to acknowledge the request within three working days of receipt, and to communicate the outcome of an External Review within four weeks of this acknowledgement. If ABRSM is unable to respond within this time, this will be made known.

An appropriate independent person with no direct affiliation with ABRSM, will undertake the External Review process, the findings of which will be ratified and issued by the Chief Executive. If an External Review finds fault in the application of ABRSM's processes or procedures, the fee will be refunded, and at ABRSM's discretion, a full or partial refund of the exam fee may also be issued.

## **Regulatory Authorities**

Where a customer has exhausted all the available processes outlined above, and remains unsatisfied with the outcome, a further course of action is a complaint directly to the appropriate regulatory authority. Customers should contact the regulator using the following link:

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

On request ABRSM will submit a full report to Ofqual, Qualification Wales or the CCEA (Northern Ireland) according to location, relaying all previously completed stages of review and including any other relevant information. The customer will be notified of the outcome directly by the relevant regulatory authority.