



# Results Review and Mark Form feedback (Practical grades 6-8 – Adapted Assessments)

## Definitions

1. **Results Review** is a paid-for service to query the **marking** of an exam. Subject to the outcome of the review, this may or may not lead to mark changes
2. **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 a Results Review:
  - a. Candidate, or where the candidate is under 18, the parent/guardian of the candidate
  - b. Applicant
  - c. Teacher
2. Results Review requests must be made through the relevant ABRSM online form. 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 will be issued.



## **1. 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 6-8	£40

### **Grounds for review**

Results Review is solely for the purpose of querying marks awarded by the ABRSM examiner. Please note that teacher assessed marks cannot be contested.

### **Results Review process**

- The audio recording will be sent to a member of the Review Panel, who will review the exam recording, followed by the mark form, in order to decide if the marks awarded are justifiable.
- A formal response will be provided by the Quality Assurance team.

### **Possible outcomes**

The outcome of a Results Review and all relevant detail will be communicated by email. Normally, this will be sent within four weeks after ABRSM has acknowledged receipt of payment.

If the review determines that the original marks are justified, the review fee will be retained by ABRSM and the original result will stand.

If the original marks are not considered to be justified;

- The mark(s) will be changed on the mark form according to the Reviewer's assessment, and the original mark form comment(s) may be amended.
- 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.
- The Quality Assurance team will follow-up with the examiner concerned, with appropriate professional support or monitoring, as applicable.



## **2. 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>Submission deadline</b>	<b>Response time</b>
Matching of comments to marks	2 weeks after receipt of result	Approx. 4 weeks after receipt of feedback
Tone of comments on mark form		

### **Possible outcomes**

If investigation substantiates the Mark Form observations, ABRSM may amend the mark form where necessary. ABRSM will follow up with the examiner with additional performance monitoring and support, as applicable.

## **External Review**

Where a customer is unsatisfied with ABRSM's response, there remains the option of an External Review, which is to investigate the correct application of ABRSM's 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 part of the outcome 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 communicated.

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, Qualifications 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.