



Results Review and Clerical Mark Form Feedback (Performance Grades, including ARSM)

Definitions

1. **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. This communication route applies to both Practical and Performance Grades.
2. **Clerical mark form feedback** is for raising any concerns related to superficial errors on the mark form.

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. 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

The video recording of the exam is made for the sole purpose of ABRSM's assessment and it must not be shared or used for any other purpose. This means that the video recording of the exam must not be shared with any other person or uploaded to file sharing or social media websites such as Facebook or YouTube. If the exam recording is shared with anyone other than ABRSM for assessment purposes, the candidate may be disqualified.

A video recording of an exam has the status of an examination script and is therefore exempt from subject access requests made under data protection law. However, candidates are allowed to retain a copy of their video recording after submitting it to ABRSM. They can request other information about themselves and how ABRSM uses their personal data in accordance with our Privacy Policy (www.abrsm.org/privacypolicy).



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, requests received after this point will not be accepted. 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).

Assessment level	Fee Payable *
Grades 1-5	£30
Grades 6-8 & ARSM	£45

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

Grounds for review

Results Review is solely for the purpose of querying marks awarded by the examiner. Any grounds should be provided at the time the form is submitted.

Results Review process

- The exam recording will be sent to a member of the Review panel, who will review the recording, followed by the mark form and commentary provided, 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 six 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 (up or down) according to the Reviewer's assessment, the original mark form comment(s) may be amended and a new form will be issued.
- If the exam result is changed upwards, the review fee will be refunded and a new certificate will be issued, if appropriate. Where necessary the original certificate should be disposed of.
- If the exam category is changed downwards, then photo proof should be sent ABRSM to show that the original certificate has been disposed of. Where applicable, further information on what steps should be taken will be provided at the time of communicating the review outcome.
- The Quality Assurance team will follow-up with the examiner concerned, with professional support or monitoring, as applicable.



2. Clerical mark form feedback

If your concerns surround any **clerical errors** on the mark form provided, this is the route to follow.

Examples of errors	Submission deadline	Response time
Typographical errors, incorrect piece titles	2 weeks after receipt of result	Approx 4 weeks after receipt of feedback

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 performance monitoring and support, as applicable.

External Review

March 2021

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). 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.