

Guidelines for International Appeal/Feedback

Practical graded music exams

For exams outside the UK and Ireland only



Under what circumstances should I get in touch?

At ABRSM we value all communication with applicants, parents and candidates and welcome any feedback you might like to give. We are aware that, on occasion, our customers may feel it necessary to contact us about a recent exam experience or to query the outcome of an exam. The attached form is intended to make this process as efficient as possible. Please read the following guidelines, which explain the available processes.

The two processes below are to provide ABRSM with details of any concerns you may have *after* receiving a graded practical exam result. The procedure for reporting any concerns arising on the exam day is separate; if you have any concerns of this nature, please let us know by phone or e-mail within 7 days of the exam. This will enable us to investigate the matter before results are issued. More information can be found in Regulation 17 of the Exam Information and Regulations found here: www.abrsm.org/en/our-exams/information-and-regulations/

Our Processes

There are two post-result routes available. Please note that marks cannot be changed retrospectively so this will not be the outcome of either process:

- **Formal Appeal** – this involves a detailed investigation into the outcome of the exam
- **Informal Feedback** – if your concern is of a more general nature and you do not wish to make a Formal Appeal but still want ABRSM to know of your concern(s).

A copy of the relevant mark form(s) must be sent with the completed form. Please do not send the original(s).

Formal Appeal Process

Which sections of the form do I need to complete?

To provide us with all the information we need to process a Formal Appeal, all sections must be completed. Please return this to us with copies of the relevant mark form(s), a recording of the candidate(s) playing their pieces and a selection of scales (except for Singing exams) and a letter of verification confirming the recording(s) is of the appealed candidate(s).

What will happen?

ABRSM aims to acknowledge receipt of correspondence within three working days and to resolve the appeal within four weeks of the acknowledgment.

The investigation includes a:

- Detailed analysis of the examiner's work; including their marking statistics, moderation and reading reports, and any previous concerns.
- Thorough analysis of the mark form to ensure the comments are appropriate and accurately support the marks against ABRSM's marking criteria.
- Statistical analysis of the candidate's results history, if available.
- Review of the recording(s) by the Chief/Deputy Chief Examiner.

What are the possible outcomes of my appeal?

- If after the detailed investigation the original result is supported, the appeal will not be upheld. From 2016, no appeal fee will be charged.
- When the findings of the investigation support the appeal, depending on the circumstances of each case, ABRSM will:
- *Either*
 - (i) issue the candidate a voucher equivalent to the value of the original exam (this can be used to enter for the same grade free of charge within a year of issue or as part payment towards a higher grade within the same timeframe)
- *Or*
 - (ii) issue a full refund of the original exam fee.

Informal Feedback

Which sections of the form do I need to complete?

In order to provide us with all the information we need, please complete the following sections of the form and return it to us with copies of the relevant mark form(s):

1. Reason for correspondence
- 3a. Correspondent details
- 3b. Candidate details
- 3c. Applicant details (if you are not the applicant)
4. Reasons for submitting feedback

What will happen?

We will register and investigate your concerns but please note that there is no official outcome and a response is not guaranteed. However, all feedback is taken seriously and actively contributes to ABRSM's Quality Assurance procedures.

Timeframe for contacting us

We ask that all concerns are received by the Quality Assurance Office as soon as possible, and **no later than 4 weeks after results have been received**. Any correspondence received after this will be investigated as part of our internal Quality Assurance processes but we cannot guarantee to provide a response in these circumstances.

Please send correspondence to:

E-mail: qa-grades@abrsn.ac.uk

Postal: **The Quality Assurance Manager**
ABRSM
4 London Wall Place
London
EC2Y 5AU