

Appealing an Assessment Result

Introduction

This policy is aimed at our learners, who are enrolled on or have taken an MTB Exams Ofqual regulated approved qualification. It sets out the process you should follow when appealing an assessment result, requesting that it be re-marked by us and the process we will follow when responding to appeals of assessment results requesting a re-mark. The term 'centre' as used in this policy should be taken to mean and apply to centres or individual music teachers/assessors as appropriate.

It is also for use by us to ensure we deal with all complaints in a consistent manner.

Centre's responsibility

If an individual wishes to ask for an examination to be re-marked, they should first discuss the matter with the centre to ensure they understand the implications of the request and to seek advice from the centre as to whether there is good reason to request a re-mark.

Areas covered by the policy

Should you feel that an assessment result issued by MTB Exams is incorrect and does not reflect the submission, you may request the assessment be re-marked by us. Any other areas of concern should be directed to MTB Exams through our enquiries contact details which can be found on the website.

Process for requesting a re-mark

You have 20 working days from the date we notified you of the examination result to request that it is re-marked.

Please be aware that results can go down as well as up as a result of a re-mark.

Learners who wish to request a re-mark for an assessment result, should either be supported by the centre or should have discussed the matter with the centre before sending the request to MTB Exams. Requests for a re-mark should be made by the Centre where possible. It is expected that learners will only approach MTB Exams directly to request a re-mark in exceptional circumstances or if they are self-learners.

When requesting a re-mark please use the contact form on the MTB website and provide the following details:

- Learner's name, centre name (if applicable), centre number and the Exam Reference Number.
- Date you or the learner received notification of MTB Exams' result.
- Grade and instrument for the qualification concerned.

Before we begin the re-marking process we will ask for payment of the re-mark fee to be paid to MTB Exams. The link to make this payment on the website will be sent in response to the re-mark request. Once the payment and accompanying email has been received by MTB Exams the re-marking process will be initiated.

Fees

For UK exams we will make a charge of £30 to re-mark an exam up to Grade 5 and £50 to re-mark a Grade 6 or above exam. For international exams the fees may differ as it may be charged in the regional currency. This pricing will be listed on the MTB regional website pricing page. This fee is refundable if the grade boundary (white, blue, pass, merit, distinction) is altered.

Re-marking details

Upon receipt of the request to appeal an assessment result, our MTB Exams admin team will acknowledge receipt of the appeal request within 5 working days and aim to respond to the centre or learner with the outcome within 20 working days. Please note that in some cases the process may take longer. In such instances, we will contact the centre or learner concerned to inform them of the likely revised timescale. The Chief Examiner will be informed of the request to appeal an assessment result and will oversee the process.

The exam will then be sent to a senior examiner who will assess whether the original marks awarded were appropriate or the grade band should be altered. This will be a different examiner to the one who marked the original.

Following the re-mark process, we will email the centre with details of our decision to either:

1. Amend the result. Results will only be amended if it alters the grade band achieved (white/blue/pass/merit/distinction).
2. Confirm the original result.

The result of a re-mark is final and exams will not be marked by further examiners.

If the result is amended

In situations where a re-mark results in the result grade boundary being changed, the original marksheet will be updated to reflect the changes to marks awarded. The comments on the marksheet may also be updated, if it is felt they were inappropriate or require adjusting to reflect any updated marks. Where it is felt that the original marksheet comments were appropriate, these will not be altered and only the marks awarded will be updated. We will also give due consideration to the outcome and will as appropriate take actions including:

- amending our records.
- make sure that the examiner who originally marked the exam is given feedback and support to ensure our standardisation is improved.

Appealing the decision

The result of a re-mark is final and cannot be changed. If you feel we have not followed our procedures correctly you can make an appeal via our Appeals Policy.

Contact us

If you have any queries about the contents of the policy or if you need to contact the MTB Exams admin team, you can view the appropriate regional contact details on our 'Contact' page on the relevant MTB regional site. MTB can be contacted by email or phone.