

ENQUIRIES AND APPEALS POLICY

1. General matters

- 1.1 Complaints: there is a complaints procedure. Anyone wishing to make a complaint about any aspect of examinations procedure, but not specifically related to a result, is invited to write to the Head of Examinations.
- 1.2 Please note that, in relation to both enquiries and appeals, London College of Music Examinations staff will be unable to discuss any details on the telephone; all feedback will be given in writing.
- 1.3 Candidates are strongly encouraged to use recorded delivery when sending any material by post.

2. Enquiries in connection with practical examinations

- 2.1 Any enquiry received concerning any aspect of the results of practical examinations will initially be responded to by the relevant Chief Examiner, or their nominated deputy, within ten working days of receipt of the enquiry.
- 2.2 The enquiry should be received by the Chief Examiner within one month of the candidate being notified of the result.
- 2.3 If the enquiry remains unresolved, it will be referred to the Head of Examinations.
- 2.4 If the enquiry still remains unresolved, the candidate may lodge an appeal.

3. Appeals in connection with practical examinations

- 3.1 An appeal must be properly lodged using an Appeals Form (see appendix 1, below) by either the candidate or the candidate's parent or guardian, normally not later than three weeks after the date of reply from the Head of Examinations. The fees for appeal are shown in appendix 2, below.
- 3.2 All appeals will be considered by the Monitoring & Appeals Subcommittee of the Examinations Management Board (EMB).
- 3.3 An appeal will normally only be considered in relation to a perceived error in examination procedure.
- 3.4 The Monitoring & Appeals Subcommittee includes a person independent of University of West London within its membership. This person will have been independent of University of West London for all other purposes within the past seven years, will have experience of assessment processes, and will have specific experience of this area of examining.

- 3.5 The relevant Chief Examiner will be responsible for gathering together all information relevant to an appeal, and presenting it to the Monitoring & Appeals Subcommittee.
- 3.6 The decision of the Monitoring & Appeals Subcommittee will be communicated in writing to the candidate or his/her representative within seven days of the subcommittee coming to a decision, and normally not later than three months after the appeal has been lodged with University of West London.
- 3.7 If the candidate is dissatisfied with the decision, they have the right to have the appeal considered by an independent person, to be nominated by the Monitoring & Appeals Subcommittee, who is not a member of the Monitoring & Appeals Subcommittee or the EMB. This person will have been independent of University of West London for all other purposes within the past seven years, will have experience of assessment processes, and will have specific experience of this area of examining. The decision of that independent person will be final.

4. Enquiries in connection with written examinations

- 4.1 Any enquiry received concerning any aspect of the results of written examinations will initially be responded to by the relevant Chief Examiner, or their nominated deputy, within ten working days of receipt of the enquiry.
- 4.2 The enquiry should be received by the Chief Examiner within one month of the candidate being notified of the result.
- 4.3 As part of their enquiry, candidates may request the re-marking of a written paper, on payment of a fee equivalent to half the relevant examination entry fee. If, as a result of the re-marking, the mark is increased, the half-fee will be returned to the candidate.
- 4.4 If the candidate is not satisfied with the re-marking, the candidate may lodge an appeal.

5. Appeals in connection with written examinations

- 5.1 The procedure will be as set out in clauses 3.1 - 3.7, above.
- 5.2 For written examinations candidates may appeal on the results of assessments.

6. Enquiries in connection with reasonable adjustment, special consideration or malpractice

- 6.1 Candidates are also able to make enquiries about any decisions made about an application for reasonable adjustment, special consideration or malpractice in connection with both practical and written examinations.
- 6.2 Any enquiry received will initially be responded to by the relevant Chief Examiner, or their nominated deputy, within ten working days of receipt of the enquiry.
- 6.3 The enquiry should be received by the Chief Examiner within one month of the candidate being notified of the result.
- 6.4 If the enquiry remains unresolved, it will be referred to the Head of Examinations.
- 6.5 If the enquiry still remains unresolved, the candidate may lodge an appeal.

7. Appeals in connection with reasonable adjustment, special consideration or malpractice

- 7.1 Candidates are also able to appeal any decisions made about an application for reasonable adjustment, special consideration or malpractice in connection with both practical and written examinations.
- 7.2 An appeal must be properly lodged, using an Appeals Form (see appendix 1, below), by either the candidate, or the candidate's parent or guardian, normally not later than three weeks after the date of reply from the Head of Examinations. The fees for appeal are shown in appendix 2, below.
- 7.3 All appeals will be considered by the Monitoring & Appeals Subcommittee of the Examinations Management Board (EMB).
- 7.4 The Monitoring & Appeals Subcommittee includes a person independent of University of West London within its membership. This person will have been independent of University of West London for all other purposes within the past seven years, will have experience of assessment processes, and will have specific experience of this area of examining.
- 7.5 The decision of the Monitoring & Appeals Subcommittee will be communicated in writing to the candidate or his/her representative within seven days of the subcommittee coming to a decision, and normally not later than three months after the appeal has been lodged with University of West London.
- 7.6 If the candidate is dissatisfied with the decision, they have the right to have the appeal considered by an independent person, to be nominated by the Monitoring & Appeals Subcommittee, who is not a member of the Monitoring & Appeals Subcommittee or the GMB. This person will have been independent of University of West London for all other purposes within the past seven years. The decision of that independent person will be final.

8. General condition

- 8.1 If as a result of an appeal about either a practical or written examination, a question arises about the accuracy of other results, University of West London will take action as appropriate to ensure the integrity of the qualification.

9. Version

- 9.1 This policy was updated in October 2019 and is reviewed annually.

Appendix 1

Appeals Form

In order to lodge your appeal properly with University of West London, please provide the following information:

Candidate's name: _____

Candidate's address: _____

Candidate's examination registration number: _____

The examination taken, including grade: _____

Date of the examination: _____

The Centre at which it was taken: _____

A brief description of the grounds of the appeal:

Signed: _____

(The candidate, or the candidate's parent or guardian)

Please attach a detailed description of the appeal to this form, together with a copy of the examination report form and any other documents you feel are helpful to your appeal.

Appendix 2

Fees for Appeals

1. For an appeal in relation to the result of a practical examination: £20.00.
2. For re-marking of a written examination: £20.00.

All appeals fees will be refunded if the appeal is upheld and the result altered or if a replacement examination is allowed without fee.