

## Appeals and Assessment Offences

MTB Exams is committed to maintaining the integrity of its qualifications.

Candidates guilty of malpractice or found to have cheated in any way will be disqualified from the examination and their result voided. They will also be banned from taking any future MTB Exams. Any previous MTB Exams taken by the same candidate will also be invalidated.

Teacher/examiners guilty of malpractice or found to have cheated in any way will result in the examination mark being voided. They will also be banned from examining any future MTB Exams. Any candidate whose examination has been voided due to malpractice on the part of the teacher/examiner will be offered a free re-entry.

Malpractice will be deemed to have occurred if:

- i) There are any breaches of the MTB Rules and Regulations for its exams
- ii) Any attempt to compromise the assessment process has occurred
- iii) The candidate or examiner have cheated in any way.
- iv) Any act which damages the authority, reputation or credibility of MTB Exams as an exam board or damages the authority, reputation or credibility of the awarding body.

Examples of cheating which would be regarded as malpractice include (this is a sample list only and is not exhaustive):

- Any act which enables the candidate to gain an unfair advantage.
- Impersonating a candidate.
- Providing a false form of identification.
- Altering certificates
- Manipulating or editing recordings

### **Official procedure in the event of suspected malpractice.**

MTB will Investigate immediately any allegations or suspicion of malpractice in relation to our examination system.

In the event of any such allegation or suspicion, the matter will be investigated by the MTB Head of Quality Assurance, who will make a judgement based on evidence gathered from statements offered by; any person reporting the malpractice, the candidate, the teacher/examiner, and the moderator. These statements will be considered alongside evidence available from the mark sheets and recording. The judgement of the MTB Head of Quality Assurance will be final.

### **Appeals**

By entering an MTB Exam you agree to accept the marking and moderation by the examiners and MTB moderators.

Anyone wishing to question the outcome or conduct of an examination should use the following procedure. In the case of a dispute concerning the conduct of an examination, the decision of MTB's Head of quality assurance will be final.

### **Permitted grounds for appeal**

Appeals will not be accepted which simply question the marking and assessments made by the examiner or moderator. However, an appeal will be considered if it concerns an irregularity in procedure on the part of the examiner or board which is believed to have disadvantaged the candidate or an administrative error that affects the result.

### **Appeal procedure**

Appeals must be made in writing and sent to the MTB Exams Head Office. A separate written appeal is required for each candidate. Written appeals must include the candidate name, teacher/examiner's name, date of examination, instrument, grade and result and the grounds for the appeal should be clearly stated.

There is a £25 fee per candidate for all appeals. This payment should be sent with any written appeal.

Appeals will not be considered until this fee and the written appeal have been received.

You will be sent an acknowledgement within 7 days of receipt of your appeal which will be forwarded to the head of quality assurance for consideration.

Recordings will be stored for a period of two years after the examination date and accordingly appeals must be sent (and postmarked) within two years of the examination being received by MTB Exams. Appeals received after this time will not be accepted.

The Head of Quality Assurance will make a decision after a full investigation into the appeal has been conducted. The grounds for appeal and any other information provided that is relevant to the appeal will be considered. We aim to resolve all appeals within one calendar month from receipt of the written appeal.

A successful appeal may result in the opportunity to re-take the examination without charge or an amendment to the final result.

### **Complaints**

If you have a comment, concern or complaint about our exams, our procedures or any product you have purchased from us, please contact us via email at [enquiries@mtbexams.com](mailto:enquiries@mtbexams.com) or by post at 20-22 Richfield Avenue, Reading, Berkshire, RG1 8EQ.

Complaints will be acknowledged within 7 days of receipt. MTB Exams will investigate the matter and endeavour to inform you of the outcome and any action to be taken within one calendar month from receipt of the complaint.