

# ***Appealing an Assessment Result***

## **MTB Exams**

### **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, the centre 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.

### **Fees**

We will make a charge of £30 to re-mark an exam. This fee is refundable if the grade boundary (blue, pass, merit, distinction) is altered.

To purchase an exam remark please click here:

<https://www.mtbexams.com/product/exam-re-mark/> Please notify [results@mtbexams.com](mailto:results@mtbexams.com) once you have made the payment.

### **Areas covered by the policy**

Should you feel that the result issued by MTB Exams is incorrect and does not reflect the submission, you may request the examination 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 for which you are requesting a re-mark.

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 email [results@mtbexams.com](mailto:results@mtbexams.com) detailing:

- 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 £30 re-mark fee to be paid to MTB Exams. Once the payment and accompanying email has been received by MTB Exams the re-marking process will be initiated.

### **Re-marking details**

Upon receipt of the request for a re-mark, the exam will be sent to a senior examiner to mark.

Following the re-mark 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 (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, we will 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, please do not hesitate to contact us for clarification using the contact details on the MTB Exams website [www.mtbexams.com](http://www.mtbexams.com)