

## **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 Director 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 Director 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 Director 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 External Qualifications Management Board (EQMB).
- 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 the University of West London within its membership. This person will have been independent of the 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 the 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 EQMB. This person will have been independent of the 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.

#### **6. Enquiries in connection with action taken following an investigation into malpractice or maladministration**

- 6.1 Any enquiry received relating to any action to be taken against a candidate, teacher, representative, examiner or other person following an investigation into malpractice or maladministration will initially be responded to by the Director of Examinations, or their nominated deputy, within ten working days of receipt of the enquiry.
- 6.2 The enquiry should be received by the Director of Examinations within one month of notification of the action to be taken following the investigation into malpractice or maladministration.
- 6.4 If the enquiry still remains unresolved, an appeal may be lodged.

#### **7. Appeals in connection with action taken following an investigation into malpractice or maladministration**

- 7.1 The procedure will be as set out in clauses 3.1 - 3.7, above.

#### **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, the University of West London will take action as appropriate to ensure the integrity of the qualification and of the Qualifications and Credit Framework.



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**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.



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## Appendix 2

### **Fees for Appeals**

1. For an appeal in relation to the result of a practical examination: £10.00 or 20% of the relevant examination fee, whichever is the greater.
2. For re-marking of a written examination: 50% of the relevant examination fee.
3. For an appeal (after a re-marking) in relation to a written examination: a further 50% of the relevant examination fee.
4. For independent review of an appeals decision in relation to practical or written examinations: a further 50% of the examination fee.

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

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