

Appeals Against Results Policy

1. What does this policy document cover?

1.1 This document describes LCME's policy on the management of appeals against results.

2. Who is the document for?

2.1 This policy applies to candidates (individuals or groups). Appeals can only be made by the candidate, with the exceptions set out below:

- a. Where a candidate is under the age of 18, the parent of the candidate may act on behalf of the candidate in raising an appeal on their behalf.
- b. Where a candidate has been referred by a booker, the booker may assist the candidate in raising an appeal on behalf of the candidate.

3. What are the grounds for an appeal?

3.1 The **academic judgement** of an examination, for example the mark awarded by examiners is **not appealable**.

3.2 Candidates may appeal on one or more of the following appeal grounds.

If candidates believe their exam results are incorrect due to either:

- a. Procedural error - the original procedural decision was incorrect because of a clerical or administrative error or bias leading to an incorrect exam result; or
- b. the process leading to the exam result was not conducted in accordance with LCME's policies and procedures.

3.3 Candidates may also appeal against the outcome of an Enquiry about a Result (see LCME Enquiries Policy).

3.4 Candidates should follow the appeal process detailed in this policy where the appeal grounds under paragraphs 3.2 or 3.3 apply. Examples of appeals:

- Comments are not consistent with the mark awarded.
- Assessment criteria have not been accurately applied.
- Marking has been inconsistent within a cohort.
- Any other general query concerning the assessment.

4. Timescales for Appeals

- 4.1 If you wish to raise an appeal about exam results, you should contact LCME within **15 working days** of the date of issue of the result.

5. Stage 1 Appeal

- 5.1 To submit a Stage 1 Appeal Against a Result, a fee of **£25 per candidate** is payable (capped at a **maximum of £125 for a group** of more than 5 candidates). This fee will be refunded if the remark results in a higher attainment band being awarded. You can register your request, and pay the fee, using the Appeals web form at [LCME Appeals Form Page 1](#)

5.2 Stage 1 Appeal - what happens next?

LCME will acknowledge receipt of your appeal documentation within **5 working days**.

- 5.3 Your Stage 1 Appeal will be allocated to a senior member of the examiner panel, wholly unconnected with the original assessment, who will review the evidence relating to your exam and mark it independently. The outcome will be communicated to you within **20 working days**. If the outcome means that your mark now falls into a higher band, a new certificate will be issued free of charge, once you have either provided evidence of the destruction of the original or returned it to us.

6. Stage 2 Appeal

- 6.1 If you remain dissatisfied with the result of the Stage 1 Appeal, you can submit a Stage 2 Appeal, subject to payment of Stage 2 Appeal fee. If you wish to raise a Stage 2 Appeal, you should contact LCME within **15 working days** of receiving the outcome from the Stage 1 process above, using the Appeals web form at [LCME Appeals Form Page 1](#)

- 6.2 The Appeal Stage 2 fee is **£50 per candidate** (capped at a **maximum of £250 for a group of more than 5 candidates**).

- 6.3 The Appeal fee (Stage 1 and 2) will be refunded if the remark results in a higher attainment band being awarded.

6.4 Stage 2 Appeal - what happens next?

On receiving a Stage 2 Appeal, LCME will appoint a suitable member of the central team to coordinate the investigation. An independent external reviewer, who is not an employee of LCME who has had no input into any previous process relating to the appeal, will also be appointed.

- 6.5 The independent external reviewer will have access to all the available information relating to the appeal. They will assess the information and the grounds for appeal and produce a report detailing final outcomes and the actions LCME is recommended to take as a result.

6.6 We aim to conduct the investigation within **20 working days**. Where an investigation proves more complex, LCME will report on progress regularly until a conclusion is reached.

7. Communication of outcomes

7.1.1 The investigation will determine one of two outcomes.

- a. If the appeal is upheld, LCME will refund the appeal fee, and where applicable additional appropriate remedial action
- b. If the appeal is rejected, LCME will not refund the appeal fee, and there will be no further action.

7.2 If the outcome means that your mark now falls into a higher attainment band, a new certificate will be issued free of charge, once you have either provided evidence of the destruction of the original or returned it to us.

8. Contacting the regulator

8.1 If you remain dissatisfied with the outcome of the appeal process, specifically about how LCME handled it, you have the opportunity to escalate the matter to the relevant regulator:

- Ofqual: <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>
- Qualifications Wales: <https://qualifications.wales/about/complaints/#complaining-about-an-awarding-body>
- CCEA: <https://ccea.org.uk/contact/complaints>

8.2 You will need to exhaust all internal processes before you are able to refer the matter to an external regulator. The regulator does not deal with individual challenges to assessment decisions or candidates' results, but can deal with how LCME handled the investigation, and carried out its responsibilities around registration, certification and/or assessment.

Glossary of Terms

Academic Judgment	means the professional and scholarly expertise relating to decisions regarding assessments, grades and academic standards.
Booker	means a third party (i.e. parent, teacher, centres) who makes an examination booking on behalf of a candidate.
Candidate	means an individual who is registered with LCME to undertake an LCME examination.
Examiner	means a person contracted by the University of West London to deliver and assess examinations offered by London College of Music Examinations.
LCME	means London College of Music Examination

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