



Exam Delivery Concerns, Results Review and Mark Form Feedback

(Practical and Performance Grades, including ARSM)

Definitions

1. An **Exam Delivery concern** is a query about the **delivery of exam procedure** by the examiner (but not the marks awarded). If the query relates to operational concerns, such as the exam venue itself, please click to [Submit a complaint](#). Please note that this route is for Practical Grades only and doesn't include Performance Grade exams.
2. **Results Review** is a paid-for service to query the **marks awarded** in an exam. Subject to the outcome of the review, this may result in a mark amendment. This communication route applies to both Practical and Performance Grades.
3. **Mark Form feedback** is for raising any concerns related to **mark form comments**. This route applies to both Practical and Performance Grades.

Eligibility

1. Only those with a direct interest in the relevant exam may lodge an Exam Delivery concern or request a Results Review:
 - a. Candidate, or where the candidate is under 18, the parent/guardian of the candidate
 - b. Applicant
 - c. Teacher
2. All Exam Delivery concerns and Results Review requests must be made through the relevant ABRSM online form. Anonymous submissions cannot be processed.
3. All forms received will be acknowledged within two working days, and will be actioned by the Quality Assurance team, after which a formal response issued.

Exam recordings

By submitting your exam entry you agree to your exam being recorded and to the recording becoming the property of ABRSM (no copy will be made available to you: the audio-recording has the status of an examination script and is therefore exempt from subject access requests under GDPR and Data Protection legislation).



1. Exam Delivery concern

If you have any concerns about the examiner's **delivery of an exam**, as listed below, please submit these via the online form within two weeks of the exam date.

Concern	Process applied for	Submission deadline	Response time
Examiner delivered an incorrect test	Quality Assurance team will listen to the exam recording, and liaise with examiner where applicable. There will also be a clerical check of the mark form.	Within two weeks of the exam date	2–3 weeks from acknowledgement of form receipt
Examiner's manner fell below expectation, or candidate felt rushed			
Examiner did not observe pre-arranged access arrangements for a candidate with specific needs			

Possible outcomes

If an error is identified through scrutiny of the recording or the mark form, the relevant mark(s) and comment(s) may be amended.

At ABRSM's discretion, a full or partial refund of the entry fee may be applicable.



2. Results Review

This process is intended to investigate instances where an unexpected result is received, leading to a query about **the marks awarded**

How to submit a request for a Results Review

The appropriate web form must be submitted within three weeks of receiving the result. ABRSM will then contact you to take payment of the fee applicable to the investigation. (ABRSM is unable to initiate a request for Results Review until the appropriate fee has been received).

Assessment level	Fee Payable
Grades 1-5	£25
Grades 6-8 & ARSM	£40

Grounds for review

Results Review is solely for the purpose of querying marks awarded by the ABRSM examiner. Please note that Teacher-assessed marks cannot be contested.

Results Review process

- The audio or video recording will be sent to a member of the Review panel, who will review the exam recording, followed by the mark form, in order to decide if the marks awarded are justifiable.
- A formal response will be provided by the Quality Assurance team.

Possible outcomes

The outcome of a Results Review and all relevant detail will be communicated by email. Normally, this will be sent within four weeks after ABRSM has acknowledged receipt of payment.

If the review determines that the original marks are justified, the review fee will be retained by ABRSM and the original result will stand.

If the original marks are not considered to be justified;

- The mark(s) will be changed on the mark form according, to the Reviewer's assessment, and the original mark form comment(s) may be amended.
- If the exam result category is changed, a new certificate will be issued. ABRSM will need to be in receipt of the original certificate in order for the new one to be issued. Where applicable, this will be requested at the time of communicating the review outcome.
- The review fee will be refunded.
- The Quality Assurance team will follow-up as appropriate with the examiner concerned, with appropriate professional support or monitoring, as applicable.



3. Mark Form feedback

If your concerns surround the **mark form commentary** provided, this is the route to follow.

Below are some examples of the type of concerns which fall into this category.

	Submission deadline	Response time
Matching of comments to marks	2 weeks after receipt of result	Within 4 weeks after receipt of feedback
Tone of comments on mark form		

Possible outcomes

If investigation substantiates the Mark Form observations, ABRSM may amend the mark form where necessary. ABRSM will follow up with the examiner with additional performance monitoring and support, as applicable.

External Review

Where a customer remains unsatisfied with ABRSM's response, there remains the option of an External Review, which is to investigate the application of ABRSM's Exam Delivery or Results Review **procedures**, in the particular case. Please note that External Review is solely to review and verify the implementation of ABRSM's stated processes in response to a particular query, *not* to re-investigate the original query itself. For this reason, marks will not be altered as a result of an External Review.

A request for External Review should be made within 14 days of receipt of ABRSM's outcome response, and must be addressed to the Chief Executive, together with the fee applicable (www.abrsm.org/fees). ABRSM aims to acknowledge the request within three working days of receipt, and to communicate the outcome of an External Review within four weeks of this acknowledgement. If ABRSM is unable to respond within this time, this will be made known.

An appropriate independent person with no direct affiliation with ABRSM, will undertake the External Review process, the findings of which will be ratified and issued by the Chief Executive. If an External Review finds fault in the application of ABRSM's processes or procedures, the fee will be refunded, and at ABRSM's discretion, a full or partial refund of the exam fee may also be issued.

Regulatory Authorities

Where a customer has exhausted all the available processes outlined above, and remains unsatisfied with the outcome, a further course of action is a complaint directly to the appropriate regulatory authority. Customers should contact the regulator using the following link:

<https://www.gov.uk/appeal-exam-result>

On request ABRSM will submit a full report to Ofqual, Qualification Wales or the CCEA (Northern Ireland) according to location, relaying all previously completed stages of review and including any other relevant information. The customer will be notified of the outcome directly by the relevant regulatory authority.