

# Appeals for RSCM Singing Awards at Bronze, Silver and Gold levels

## Appeals procedure for practical examinations

### **Allowable grounds for appeal**

Two broad categories of appeal will be considered:

- a) claims of irregular procedure on the part of the examiner – for instance, incorrect tests asked for that award level, or viva voce questions outside the limits of the syllabus;
- b) a mismatch between the comments for one or more specific items and the marks awarded for the specific item(s) in relation to the published criteria.

Appeals which question the overall musical judgement of the examiner and/or the overall level of marks awarded will not be considered eligible.

### *1. First level of appeal*

Appeals should be made in writing by the Awards Representative who submitted the entry. The grounds of appeal should be set out in an appeal letter and attached to an email to the Exams Desk ([examsdesk@rscm.com](mailto:examsdesk@rscm.com)). Appeals should be received not later than 14 days after the results have been issued either by the Regional Manager or Exams Desk (for centrally administered exams). The RSCM will send an acknowledgement within one week of receipt of the appeal.

Appeals will be processed upon payment of an administrative charge (currently £35 per candidate), to be paid by online link sent upon receipt of the appeal letter. It will be refunded in full if the appeal is successful.

The letter and exam documentation will be passed to the RSCM's Chief Examiner.\* Notification of the appeal will be communicated to the examiner who conducted the examination (who will be invited to comment) and to the relevant Regional Manager (for information).

The Chief Examiner\* will reach a decision after receiving the comments of the examiner. The target time for resolving appeals is three weeks from the date of receipt, though it may be necessary to extend this period if the examiner and/or Chief Examiner\* is unavailable. The Awards representative will be informed if this extension is required.

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\* unless the Chief Examiner conducted the examination, in which case it will be dealt with by the Deputy Director (Education and Mission Delivery)

The outcome of the appeal will be sent to the Awards Representative, the examiner, and to the relevant Regional Manager.

## *2. Second level of appeal*

Anyone who is not satisfied with the decision of the Chief Examiner\* and to whom a re-examination and/or a revised marksheet has not been offered may proceed to a second and final level of appeal to the Deputy Director (Education and Mission Delivery) or, if they had conducted the first level appeal, to the Director. This would require an appeal letter, stating the grounds on which the first level appeal decision is challenged. This should be received as an email attachment not later than 14 days from the previous decision.

The target time for resolving second appeals is three weeks from the date of receipt, though it may be necessary to extend this period if the appropriate RSCM officers are unavailable.

## *3. Appeal results*

An appeal will be deemed successful, and the administrative charge returned, where at least one of the following is true:

1. The original examiner is found to have asked questions which exceed the current syllabus content and that has been reflected negatively in the mark awarded.
2. The revised total mark changes category – i.e. changes from Fail to Pass, Pass to Commended, or Commended to Highly Commended.
3. The revised total mark changes by more than 10 marks (6.67%).

One outcome of a successful appeal may be the opportunity of a free re-examination which terminates the appeal procedure, whether or not it is accepted. Any re-examination will follow the normal process.

If the revised total mark changes as per 1., 2. or 3., a new mark sheet (and certificate, if necessary) will be issued which reflects the changes. The issuing of a new marksheet terminates the appeal procedure.