

Appeals for RSCM Singing Awards at Bronze, Silver and Gold Levels

Who can appeal

Appeals for a review of the result of an award exam should be made by the Awards Representative who submitted the entry.

How to appeal

The grounds of appeal should be set out in an appeal letter and attached to an email to the Exams Desk (examsdesk@rscm.com).

Appeals must be received not later than 14 days after the results have been issued by the Exams Desk.

The RSCM will send an acknowledgement within one week of receipt of the appeal.

The appeal will be reviewed upon payment of an administrative fee (see website award fees table), to be paid by an online link sent upon receipt of the appeal letter. It will be refunded in full if the appeal is successful.

The appeals process

RSCM will review the grounds for appeal letter. The review will be conducted either by the Chief Examiner or another Senior Examiner (who was not involved in the original exam). The reviewer will:

- Listen to the exam recording
- Review the exam marks and examiner comments
- Decide whether the exam marks are justified or not
- Consider any other concerns raised in the appeal.

After the review, the validity of the appeal and its outcome will be communicated to the Representative.

If the outcome involves an amendment to marks and/or comments, the revised mark form will be reissued. If necessary, a revised certificate will also be issued. The administrative fee will also be refunded. In some circumstances, a free re-examination may be offered.

If the outcome does not involve an amendment to marks and/or comments, the administrative fee will not be refunded.

Timescale

RSCM aims to conduct appeal reviews as quickly as possible on receipt of the payment of the administrative charge. Although we hope to reply more quickly than this, responses to appeals will be communicated no later than one calendar month from the receipt of the administrative fee.

Grounds for appeal

Representatives are asked to ensure that their grounds for appeal set out briefly and clearly the nature of the concern they have, and to set out evidence for their concern. Dissatisfaction or disappointment with the level of outcome alone is unlikely to provide sufficient evidence for an appeal.

Representatives are asked to focus their appeal around:

- Exam delivery concerns
- Marking and/or comment concerns, particularly where comments appear not to 'match' the marks awarded.

The candidate's 'normal' level of performance, or the choir trainer's perception that they performed 'better' than the mark awarded are unlikely to be successful grounds for appeal.

If you remain dissatisfied

If you are not satisfied with the outcome of an appeal, you may request a review by the Deputy Director (Education and Mission Delivery). This should be received as an email attachment not later than 14 days from receipt of the previous decision.

This review will not investigate the validity of marks or the original points of concern. It will confirm or deny that we have followed our published procedures in handling the appeal.

If this review confirms that procedures have been correctly followed, then no further action will be taken and the process ends.

If that review finds that our published procedures have not been followed, then, at the discretion of the Deputy Director, the original appeal may be re-examined by a different senior examiner or a free re-examination offered.