Appeals Policy

Diplomas and Graded Examinations

1. Introduction

This policy is aimed at candidates who are involved in taking an assessment of Rockschool Diplomas and Graded Examinations in Australia and New Zealand.

The purpose of this policy is to set out the procedures that candidates should follow if they wish to make an appeal.

This policy will be subject to review and monitoring by AMEB and RSL Awards UK and if necessary will be amended and updated following feedback from candidates and centres. All future versions of this policy will be flagged and will be posted on the relevant website.

Please note that we treat all appeals in confidence and will not make details available to any other parties.

2. Issue and review

This policy will be reviewed annually.

3. Procedure for appeals

Australian Candidates:

Candidates should refer to their AMEB State Office and the relevant appeals policies published on the state office website.

AMEB Ltd (AMEB Rockschool and Rockschool New Zealand)
27/150 Lonsdale Street, Melbourne 3000
T: 03 8660 5800 E: online@ameb.edu.au
rockschool.ameb.edu.au rockschoolnz.co.nz

New Zealand Candidates:

Candidates may contact the AMEB Federal Office no later than 30 days from the date of the exam, stating their name, candidate number and the nature of their appeal. Please provide as much information as possible to enable a thorough investigation to be carried out. All appeals should be clearly marked as appeals.

An appeal can only be made once the exam result has been received.
Only one appeal per candidate will be accepted. This may come from either the candidate themselves (if they are aged over 16), their teacher, music studio, or a designated person acting on the candidate's behalf (e.g. a parent or carer).

Appeals by candidates will be considered if they concern:
a) Appeals against AMEB's decisions on reasonable adjustments or special considerations requests
b) Appeals against AMEB's decision on the outcome of a malpractice or maladministration investigation
c) Appeals in respect of errors in procedure
d) Appeals in respect of errors in matching comments to marks awarded.

a) Appeals against AMEB's decisions on special considerations or reasonable adjustments

A candidate or teacher may make an appeal if they have been declined a request for a special consideration or reasonable adjustment.

b) Appeals against AMEB's decision on the outcome of a malpractice or maladministration investigation

A candidate or teacher may make an appeal against decisions or judgements on the outcome of a malpractice or maladministration investigation.

c) Appeals against errors in procedure or matching comments to marks awarded

For Graded Examinations, grounds for an appeal will only be accepted if the comments made by assessors or examiners on report forms do not match the marks awarded, or if the processes set out in examiners handbooks have not been followed. Appeals which question the technical judgement of the examiner or the marks awarded will not be accepted if the process has been followed.

4. Appeals Procedure

All appeals consist of three levels.

4.1 First Level Appeal:

Australia: The first level appeal for Australian candidates is to the State Manager of the candidates local AMEB State Office where they enrolled (please see the State Office contact details here). All details about First Level Appeal fees can be found on the State Office websites.

New Zealand: The first level appeal for New Zealand candidates is to the AMEB Federal Office. Fee details can be found on the Rockschool New Zealand website.

A review will be carried out of the evidence available from the examination or assessment and a judgement made about whether the appeal should be upheld or rejected.

If there are grounds for the appeal to be upheld, the AMEB State office will contact the AMEB Federal office and the appeal will be forwarded to the RSL Head Office in the UK. The appeal will then be considered by RSL's Quality Assurance Team and an adjustment to the mark or grade may be made.

You will be informed within **28 days** of acknowledgement of receipt of the appeal whether the appeal is successful. If no response to the appeal decision is received within 28 days of the decision being communicated to the appellant, AMEB will close the appeal and no further correspondence will be entered into.

4.2 Second Level Appeal

If the appellant is unhappy with the judgements made in the first level appeal, then they have the right to a second level of appeal. This should be delivered to the AMEB Federal Office clearly marked as an appeal. The second level appeal involves a review of the decisions made in the first appeal by an RSL appointed appeals panel and a judgement made about whether the decisions reached in the first level of appeal should be upheld.

Once the judgement has been made the appellant will receive written confirmation of the outcome. Second level appeals must be made no later than 14 days from the date of the previous decision.

We will inform you within **28 days** from the beginning of the second stage of the process whether the appeal is successful. A fee will be applicable for each candidate which will be refunded if the appeal is successful.

If no response to the appeal decision is received within 28 days of the decision being communicated to the appellant, AMEB will close the appeal and no further correspondence will be entered into.

4.3 Third Level Appeal

If the appellant is not satisfied with the decisions reached in the second level appeal, they may take their appeal to the third level which consists of a review by an independent representative who has no direct involvement with AMEB or RSL. The decision of the independent representative will be reviewed by the RSL Quality Committee and a final decision taken.

Third level appeals must be delivered to the AMEB Federal Office clearly marked as an appeal, no later than 14 days from the date of the previous decision. The decision of the Quality Committee is final.

We will inform you within **28 days** from the beginning of the third stage of the process whether the appeal is successful. A fee will be applicable per candidate which will be refunded if the appeal is successful.

If no response to the appeal decision is received within 28 days of the decision being communicated to the appellant, RSL will close the appeal and no further correspondence will be entered into.