

Enquiries and Appeals about Results

The ISTD endorses the principle of the right to appeal against a result and those who submit an enquiry or appeal about a result will not be disadvantaged in any way by doing so. Examination enquiries and appeals will be dealt with swiftly and fairly within the timescales detailed below.

Performance Examinations

(Including Units 3 & 4 of the Diploma in Dance Instruction and Units 2 & 4 of the Diploma in Dance Education, and ISTD teaching qualifications)

1. Enquiry concerning a result

If a teacher or self-entering candidate wishes to make an enquiry concerning the reasons for the marking of a candidate, or a group of candidates, it should be put in writing to the Customer Services & Quality Assurance Department within 14 working days of the results being issued. The information should include:

- The date of the examination
- The examiner's name
- ISTD examination session reference number
- The name and level of the examination
- Candidate's name and PIN
- The reasons for the enquiry
- Fee payment (see information below)

A copy of the report form for each candidate must be enclosed.

The information is passed to the examiner for a report, and notified to the appropriate Faculty Chairperson.

A response will be provided under normal circumstances within 40 working days.

2. Stage 1 appeal

If a teacher or self-entering candidate is not satisfied with the outcome of an enquiry, further evidence is requested, i.e. unedited DVD of the candidate, which can be used as a point of reference. In the case of the Diploma in Dance Instruction, Diploma in Dance Education and higher level examinations, a full detailed report is required from the candidate. The appeal and evidence must be received by the ISTD within 10 working days of the date of the response to the enquiry, and will be acknowledged within 5 working days. Applications outside these timescales will not be accepted unless agreed in advance with the Customer Services and Quality Assurance Department.

Consideration is given with regard to the published criteria for the examination; statistical information relating to the record of the examiner; and the results history of the teacher whose candidate is the subject of the enquiry.

Representatives from the Faculty Committee decide if the appeal should be upheld, in which case a re-test may be offered free of charge. A reasoned response to the teacher will be provided within 40 working days.

3. Stage 2 appeal

If the teacher or self-entering candidate is not satisfied with the outcome in Stage 1, they may appeal within 14 working days of the date of issue of the previous decision, to a panel consisting of the Chief Executive Officer, members of the Council of Management (Council), and an independent member, with the Head of Customer Services and Quality Assurance Department in attendance. The panel will consider all the previous evidence to ensure that the process has been carried out fairly in accordance with the policy. This will be acknowledged within 5 working days. A response will be given within 40 working days. This is the final ISTD stage of appeal.

If the appeal is upheld, a re-test will be offered free of charge.

If a teacher/candidate is not satisfied with the way the appeal has been conducted, they may complain to the Regulators, who may consider the conduct of the complaint.

Written Assessments

Group A: Unit 1 of the Diploma in Dance Instruction, and Units 1 and 5 of the Diploma in Dance Education

1. Enquiry concerning a result

If a tutor or principal of an Approved Dance Centre (ADC) wishes to make an enquiry concerning the result awarded for a candidate, it should be put in writing to the Customer Services & Quality Assurance Department within 14 working days of the result being issued. The information should include:

- The date of the assessment
- Candidate's name and PIN
- The Unit and qualification title
- The reasons for the enquiry
- Fee payment (see information below)

The portfolio evidence/assessment will be clerically re-checked and re-marked by a different experienced assessor/marker. The second result will be that recorded as attained by the candidate.

A response will be provided under normal circumstances within 40 working days.

2. Stage 1 Appeal

If the tutor or principal of an ADC is not satisfied with the outcome of the enquiry then they can request an appeal within 10 working days of receiving the response to the enquiry, which will be acknowledged within 5 working days. Applications outside these timescales will not be accepted unless agreed in advance with the Customer Services and Quality Assurance Department.

This will be conducted by the Chief Examiner who will give due consideration to the two sets of marking and give their decision.

A response will be provided to the tutor or principal of the ADC within 40 working days.

3. Stage 2 Appeal

If the tutor or principal of an ADC is not satisfied with the outcome in Stage 1, they may appeal within 14 working days of the date of issue of the previous decision, to a panel consisting of the Chief Executive Officer, members of Council, and an independent member, with the Head of Customer Services and Quality Assurance Department in attendance. The panel will consider all the previous evidence to ensure that the process has been carried out fairly in accordance with the policy. This will be acknowledged within 5 working days. A response will be given within 40 working days. This is the final ISTD stage of appeal.

If a tutor or principal of an ADC is not satisfied with way the appeal has been conducted, they may complain to the Regulators, who may consider the conduct of the enquiry and appeal.

Group B: Unit 2 of the Diploma in Dance Instruction and Unit 3 of the Diploma in Dance Education - Multiple Choice Examinations

The procedures below may be requested individually or in combination. Note that individual scripts will not be returned.

1. Clerical Marking Reassessment

If a tutor or principal of an ADC wishes to request a clerical marking reassessment, it should be put in writing to the Customer Services & Quality Assurance department within 14 working days of the result being issued. The information should include:

- The date of the examination
- Candidate's name and PIN
- The name and level of examination
- The reasons for the reassessment
- Fee payment (see information below)

A clerical check of the examination paper will be undertaken by an alternative independent member of staff. The application of electronic marking will be manually

checked in relation to the examination paper. The result will be either confirmed or amended, with any amended result being recorded as that being attained by the learner.

A response will be provided under normal circumstances within 40 working days.

2. Summary Analysis

If a tutor wishes to request a summary analysis, it should be put in writing to the Customer Services & Quality Assurance Department within 14 working days of the result being issued. The information should include:

- The date of the examination
- Candidate's name and PIN
- The name and level of examination
- The reasons for the analysis
- Fee payment (see information below)

A summary of the performance of the candidate in each of the Learning Outcomes will be provided.

A response will be provided under normal circumstances within 40 working days.

Outcomes of Appeals

Where the application of the appeals process leads the ISTD to discover a failure in its examination and assessment processes, the ISTD will take reasonable steps to:

- identify any other candidate who has been affected by that failure
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- ensure that the failure does not recur
- give due regard to any credible evidence which suggests that a change in the approach is required to ensure that it remains appropriate.

Information on enquiries and appeals may be made available to the Regulators on request, in accordance with the conditions placed by them on awarding organisations.

Enquiries and Appeals Fees

Fees for all enquiries and appeals received are as follows:

- Enquiry concerning a result (including each of the procedures within Written Examinations): £20 per candidate or £60 per group of 4 candidates#
- Stage 1 Appeal: £50 per candidate.
- Stage 2 Appeal: £75 per candidate.

In the event of an enquiry or appeal being upheld at any stage the enquiry and appeal fees will be refunded.

Contact Details

Customer Services and Quality Assurance Department

Imperial Society of Teachers of Dancing, 22-26 Paul Street, London, EC2A 4QE

Tel: 0207 377 1577, Email: csqa@istd.org

Office of Qualifications and Examinations Regulation (Ofqual)

Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

Tel: 0300 303 3344, Email: public.enquiries@ofqual.gov.uk

Qualifications Wales

Q2 Building, Pencarn Lane, Imperial Park, Newport, NP10 8AR

Tel: 0333 077 2701, Email: contact@qualificationswales.org

Council for the Curriculum, Examinations and Assessment (CCEA)

29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG

Tel: 02890 261200, Email: info@ccea.org.uk

This policy has been agreed by the ISTD Council of Management, is reviewed on a regular basis, and any amendments other than to contact details, have been confirmed by them.