



THE DANG THEATRE AND DANCE SYLLABUS (DTDS) ENQUIRIES AND APPEALS POLICY

Introduction

This policy is aimed at candidates who take DTDS Graded Examinations and Medals from (Entry level 2 to Level 4 of the RQF) and their teachers and parents. It covers all units and assessment modes including Graded Examinations, Graded Certificates, and Performance Certificates both live and via video.

The purpose of this policy is to set out the procedures that users of these qualifications should follow if they wish to make an enquiry about a result or an appeal.

All policies are available on the DTDS website at www.thedangsyllabus.com.

Please check that the appropriate policy is being used as there are different approaches and procedures to follow.

This policy will be subject to review and monitoring by DTDS 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 our website.

Please note that we treat all appeals in confidence and will not make details available to any other parties except where requested by the appellant.

Issue and review

The date of issue of this policy is January 2023. This policy will be reviewed annually in January of each preceding year.

Procedure for enquiries and appeals



If a candidate wishes to make an enquiry about a result or an appeal, they (or their teacher or parent) may do so in writing to:

**Managing Director
Enquiries and Appeals
The Dang Theatre and Dance Syllabus
The Dang
259 Goswell Road
London
EC1V 7AH**

or via email to: syllabus@thedang.com. Enquiries or Appeals should be **clearly marked** as such.

The following information should be included:

- Name
- Candidate number
- Nature of the enquiry or appeal (i.e. the basis on which the result is disputed or being questioned)

Please provide as much information as possible to enable a thorough investigation to be carried out.

If a candidate, teacher or parent has contacted DTDS by telephone they should follow any verbal contact with an appeal in writing to the Managing Director.

Any appeal will be forwarded the Managing Director to follow the process detailed below. The Managing Director will appoint a Principal Examiner to re-mark the examination or carry out investigations where appropriate.

An enquiry or appeal may be requested by the candidate themselves if they are aged 16 or over, their teacher, or a designated legal guardian may apply on their behalf.

The Appeals Panel for graded examinations are members of the Quality Committee who oversee enquiries and appeals. The panel meets quarterly in regard to any enquiries, these dates will be published on the website.



DTDS will not enter into discussion about an active enquiry or appeal with either the appellant or any other interested party.

DTDS will consider applications made in the following categories:

- **Enquiries about results**

A candidate or teacher may enquire about the accuracy or reliability of a result awarded.

- **Appeals against errors in procedure**

A candidate or teacher may make an appeal if they feel that the processes and regulations set out for examiners and candidates have not been followed and this has materially affected the result of the exam

- **Appeals against decisions regarding special considerations and reasonable adjustment**

A candidate or teacher may make an appeal against a decision regarding an application for special consideration or reasonable adjustment.

- **Appeals against decisions made in respect of malpractice or maladministration investigations**

A candidate or teacher may make an appeal against decisions or judgements made by RSL in respect of a malpractice or maladministration investigation.

Enquiries procedure

- **Video examinations (Graded Certificate / Medals)**

A re-mark of the video examination will be conducted by an appointed Principal Examiner.

Please note that a re-mark may be higher *or* lower than the original mark, and the re-mark will stand as the official result.

The enquirer will normally be informed within **20 working days** of the panel meeting of the outcome of the enquiry. Where an enquiry involves further evidence to be



collected or further review which will impact this timescale, they will be informed within the 20 working days that this is the case and a revised timescale provided.

Where an enquiry is made within **7 working days** of the end of a period, every effort will be made to resolve the enquiry prior to the appeal panel meeting at the end of the period. Should this not be possible, the enquirer will be informed of the revised timescale for the enquiry to be resolved, which may result in certification being delayed until the end of the following period.

A fee of **£35** will be charged per candidate for each enquiry submitted.

- **Live examinations (Graded Examinations and Medals)**

Each enquiry will be investigated and reported on.

Enquiries will be considered by the Appeals Panel (Quality Committee) and the outcome will be reported after the panel has met. Enquirers will be informed of the date of the meeting in advance.

The investigation will consider any, or all, of the following as appropriate:

- evidence from statistical analysis including the result history of the candidate, results of other examinations in the same session, results awarded by the same examiner over time, etc.
- feedback from the examiner
- evidence / information provided by the person making the enquiry

The report may also consider the wider impact on a cohort or cohorts of candidates, depending on the nature of the enquiry and the initial findings.

The outcome of an enquiry could include:

- **Upholding the enquiry**

This would be by majority decision of the panel and may include the offer of a free re-sit of the examination at the next available opportunity, or in exceptional circumstances, where there is clear evidence that an error of assessment is likely to have taken place, a small adjustment of the marks.



If a re-sit is offered, DTDS will agree a time limit to protect the interests of all concerned and reproduce the original conditions as closely as possible. The offer of a re-sit or adjustment to marks will terminate the enquiry.

- **Rejecting the enquiry**

This would be by majority decision of the panel and no further action will be taken.

- **Referral to an independent party**

In cases where the panel decision is inconclusive or split, the enquiry would be referred for decision by the RSL Awards Quality Consultant who is not part of the panel and will have no prior knowledge of the enquiry.

The enquirer will normally be informed within **20 working days** of the panel meeting of the outcome of the enquiry. Where an enquiry involves further evidence to be collected or further review which will impact this timescale, they will be informed within the 20 working days that this is the case and a revised timescale provided.

Where an enquiry is made within **7 working days** of the end of a period, every effort will be made to resolve the enquiry prior to the appeal panel meeting at the end of the period. Should this not be possible, the enquirer will be informed of the revised timescale for the enquiry to be resolved, which may result in certification being delayed until the end of the following period.

A fee of **£35** will be charged per candidate for each enquiry submitted to RSL Awards.

Appeals procedure

The appeals procedure relates to alleged errors in procedure, or decisions on reasonable adjustments or malpractice. The appeals procedure can also be used where an individual is dissatisfied with the result of an enquiry. All appeals follow the same process as set out below.

- **First Level Appeal**

All first level appeals will be investigated by the Quality Committee and reported to the Appeals Panel. The outcome of the appeal will be reported after the panel has met.



Appellants will be informed of the date of the appeal meeting in advance.

Once the judgement has been made the appellant will receive written confirmation of the outcome. If the appeal is upheld, DTDS may offer a free re-sit at the next available opportunity. If a re-sit is offered, DTDS will agree a time limit with the candidate to protect the interests of all concerned and reproduce the original conditions as closely as possible.

We will inform the appellant within **20 working days** of the panel meeting whether the appeal has been successful.

Where an appeal is made within **7 working days** of the end of a period, every effort will be made to resolve the enquiry prior to the appeal panel meeting at the end of the period. Should this not be possible, the appellant will be informed of the revised timescale for the appeal to be resolved, which may result in certification being delayed until the end of the following period.

The offer and acceptance of a re-sit will terminate the appeals process.

If no response to the appeal decision is received within 20 working days of the decision being communicated to the appellant, DTDS will close the appeal and no further correspondence will be entered into.

A fee of **£35** will be applicable per candidate involved in the appeal, which will be refunded if the appeal is successful.

- **Second Level Appeal**

If the appellant is unhappy with the decision reached in the first level appeal, they may take their appeal to the second level which consists of a review by an independent person who is not involved with The Dang Theatre and Dance Syllabus, and will be referred to RSL Awards.

The decision of the independent person will be final.

Second level appeals must be delivered to the RSL head office for the attention of the Operations Manager (UK), clearly marked as a second level appeal, no later than **14**



working days from the date of receipt of the previous decision.

A fee of **£50** will be applicable per candidate involved in the appeal up to a maximum of **£250**, which will be refunded if the appeal is successful

The decision of the Quality Committee is final.

We will inform the appellant within **28 working days** from the date of receipt of the second level appeal whether the appeal has been successful

Where an appeal is made within **7 working days** of the end of a period, every effort will be made to resolve the enquiry prior to the appeal panel meeting at the end of the period. Should this not be possible, the appellant will be informed of the revised timescale for the appeal to be resolved, which may result in certification being delayed until the end of the following period.

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

- **Contacting the regulators**

If a candidate is unhappy with the decision reached in the second level appeal, they may contact the relevant regulator. For England, this is Ofqual www.ofqual.gov.uk.