



Association of Russian Ballet and Theatre Arts (ARBTA)



The Graded Qualifications Alliance (GQAL)

Dance Award Handbook
(Teacher and Centre Handbook)

JANUARY 2023

This handbook is divided into sections for ease of use. From time to time updated information will be made available and should be inserted, please destroy the pages that are replaced so as to ensure you are using the most up to date versions available.

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1. GENERAL INFORMATION

Introducing the Graded Qualifications Alliance

The Graded Qualifications Alliance is an accredited awarding body. The aim of the board is to provide the means to deliver safe and secure training achieving the highest possible standards through a system of graded examinations based on the progressive mastery model. To ensure that is accessible to all, and to provide a fair and coherent means of assessment based on rewarding achievements.

The Graded Qualifications Alliance is a wholly owned subsidiary of BTDA Ltd.

The organisational structure of the Graded Qualifications Alliance is intended to ensure (as far as is practicable), that the awarding body is seen to be independent and to operate within a governing structure that ensures oversight of both the standards and credibility of its awards and of the administrative organisation, through which awards are made. The governing structure has been adopted in order to ensure that the awarding body is *seen to* act in ways that maintain credibility, fairness and integrity and that where possible conflicts of interest arise these are dealt with in ways that are transparent and open to external scrutiny.

Commitments, purposes and beliefs

The board is committed to:

- Providing up to date syllabuses that are coherent and open to all.
- Providing a fair and coherent assessment scheme that recognises and rewards candidates achievements.
- Providing an efficient and informative service to all its customers.

The purposes of the board are to:

- To educate and support individuals
- To ensure that everyone is treated fairly and without prejudice
- To ensure that standards are monitored and maintained.
- To provide opportunities for career paths in this and related fields.

The beliefs of the board are:

- That our qualifications should be accessible to all.
- That the benefits from studying a course leading to one of our qualifications can contribute to an individuals life skills, whether they follow a career in this field or not.

ARBTA and GQAL

All ARBTA examinations and assessments (including those that are not regulated by GQAL such as Class Assessments and Awards), must abide by the following regulations. ARBTA follows the same commitments, purposes and beliefs as GQAL.

GQAL and the Regulated Qualifications Framework

The Graded Qualifications Alliance is an awarding organisation approved by the regulatory authorities for England (Ofqual), Wales (Qualifications Wales) and Northern Ireland (CCEA).

Ofqual – Office of Qualifications and Examinations Regulation
 CCEA - Council for the Curriculum, Examinations & Assessment

The Regulated Qualifications Framework is made up of 9 levels. GQAL qualifications fit into 5 of those levels as follows:

RQF Level	Graded Examinations in Dance	Vocational Graded Examinations in Dance	Dance Teaching Examinations
8			
7			
6			
5		Professional Development in Theatre Dance	Diploma in Dance Teaching And Management
4		Advanced 2 Advanced 1	Certificate in Dance Teaching
3	Grade 8 Grade 7 Grade 6	Advanced Foundation Intermediate	Dance Teaching Assistant
2	Grade 5 Grade 4		
1	Grade 3 Grade 2 Grade 1		
Entry			

Contact Details Graded Qualifications Alliance

Head Office
International Arts Centre
Garden Street
Leicester
LE1 3UA

Telephone: 0116 262 4122
Fax: 0116 251 4781
E-Mail: info@gqal.org
Web Site: www.gqal.org

ARBTA

119 Oaklands Avenue
Oxhey Hall
Watford
Hertfordshire
WD19 4TN

01923 223142
NA
ad.arbta@gmail.com
www.arbta.org.uk

Graded Qualifications Alliance - Advisory Council

The Advisory Council comprises of:

'Officials' and 'nominees'. The officials include all Directors, the Responsible Officer, and a Trustee of the BTDA. A Chartered Accountant may also attend, in an advisory capacity, as a Business Advisor. Nominees of the Advisory Council will be appointed by the Directors to represent the diverse aspects of the business. There will be more nominees than officials.

It is intended that the Advisory Council should meet twice a year.

Graded Qualifications Alliance – Examinations Standards Committee

The Examinations Standards Committee is comprised of:

Independent Chair (Vice Chair of the Advisory Council)
2 members of the Advisory Council
Assessment Standards Officers (1 per subject area or organisation)
1 Artistic Director (Dance Qualifications)
1 Examiner (Dance Qualifications)
1 Teacher (Dance Qualifications)
1 Involved Assessor (Pearl)
1 Independent Assessor (Pearl)

Graded Qualifications Alliance – Qualification Development Committee

The Qualification Development Committee comprises of selected members of the Advisory Council and invited experts to oversee and sign off Qualification Development.

Association of Russian Ballet and Theatre Arts – Organisation Structure

The ARBTA Management Committee, comprised of 12 selected members, finalises decisions on management, operations and future plans of ARBTA As well as allocating specific decision-making and implementation tasks. All sub-committees, boards and specific roles answer to the management committee. Where split decisions arise, the two Directors (Managing Director and Financial Director) will make the final decision. General Meetings are held quarterly, although further meetings are also held in relation to specific areas when needed. Members will discuss, vote and agree.

2. CENTRE REQUIREMENTS

Centre Approval Procedures

Each centre where Dance Award assessments take place must be approved by the Graded Qualifications Alliance and ARBTA.

The application form for Centre Approval is available from ARBTA Head Office on request. The application form should be completed and returned to Head Office via email to ad.arbta@gmail.com.

On receipt of a completed application form, GQAL/ARBTA will issue a unique centre number.

If the details on the application form conform with the requirements of GQAL and ARBTA then a centre is approved.

On receipt of the completed centre report form a decision will be made and either, the Centre will be approved or advised of any further action needed to be taken in order to gain approval along with a time schedule for implementation.

Approval Criteria

All staff involved in preparing candidates for Dance Awards must:

- Have achieved a Dance Teaching Qualification for the Dance Awards
- Or (for ARBTA members registered before January 2023 and maintain continued membership), hold a valid ARBTA qualification in the disciplines and levels in which they intend to enter Examinations.
- Or (for new ARBTA members teachers from September 2023), hold a recognised teaching qualification at Level 4 with a regulated awarding organisation or start one within 12 months of affiliation (the GQAL Dance Teaching Qualification) and valid technical qualifications in those disciplines in which they intend to enter Examinations (ARBTA Associate Certificate, Diploma or Fellowship).

Facilities

- It is normal to dance on a wooden or sprung floor, other floors may be suitable.
- Studio size of at least 81 square metres
- Solid or fixed barres
- Adequate lighting
- Separate changing room away from the examination room
- Adequate toilet facilities

Equipment

- Sound system with an attendant to play the music
- Reasonably sized firm table.
- Comfortable chair

Standards

- The safety and well being of the candidates in the examination
- The technical standard of the students and whether they comply with the requirements for the examinations.

Quality Assurance

We will continue to monitor centres each time an examination Session takes place.

Reports on Centres by Examiners

Each time an examiner visits a centre for an examination session she/he will complete a centre report form. A copy of the report will be sent to the centre.

Mark Criteria for Centre Report Forms

STUDIO FLOOR

- 5 Sprung or similar dance floor which is clean and free from splinters
- 4 Wooden floor which is clean and free from splinters
- 3 Suitable floor which is clean
- 2 Clean hard floor
- 1 Hard floor that is uneven and dirty

STUDIO SPACE

- 5 Area larger than 81 square metres, high ceilings and free from obstructions
- 4 Area of at least 81 square metres, and is free from obstructions
- 3 Area of at least 81 square metres
- 2 Area of at least 81 square metres with some obstructions
- 1 Area under 81 square metres

BARRE

STABILITY

- 5 Fixed barres
- 4 Portable barre which is stable, no movement when being used
- 3 Portable barre, slight movement when being used
- 2 Portable barre which is unstable
- 1 Chairs, windowsills, radiators etc.

HEIGHT

- 5 2 or more barres set at different heights
- 4 Adjustable barres
- 3 Barres set at the correct height for the majority of candidates
- 2 Barres set at the incorrect height for the majority of candidates
- 1 Barres set at an incorrect height for all candidates

LIGHTING

- 5 A well lit studio (natural and/or artificial) which has the facility to make lighting adjustments where needed
- 4 A well lit studio (natural or artificial)
- 3 Adequate light (natural or artificial)
- 2 Dim light (natural or artificial)
- 1 Insufficient light for safe working in all areas of studio

SOUND

QUALITY

- 5 Clear sound, completely audible in all parts of the studio, free of distortion and correct volume control
- 4 Clear sound, audible in all parts of the studio and correct volume control
- 3 Appropriate sound quality with correct volume control
- 2 Appropriate sound quality, volume either too loud or too soft or both
- 1 Sound not completely audible, distorted or incorrect volume control

OPERATOR

- 5 The correct music was played in all instances, with no commentary. The operator was well prepared, helpful and polite
- 4 The correct music was played in all instances, with no commentary. The operator was helpful and polite
- 3 The correct music was played in all instances. Some commentary was audible. The operator was helpful and polite

- 2 The correct music was played in all instances. Commentary was audible. The operator was unprepared or unhelpful.
- 1 Incorrect music was played

TOILET AND CHANGING FACILITIES

- 5 Clean, secure and separate changing facilities. Separate toilets for males and females, or gender neutral toilets
- 4 Separate changing facilities. Separate toilets for males and females, or gender neutral toilets
- 3 Combined changing facilities. Separate toilets for male and females, or gender neutral toilets
- 2 Combined changing and toilet facilities
- 1 No changing or toilet facilities

EXECUTION OF THE PROGRAMME OF STUDY

- 5 Programme of Study work correctly taught.
- 4 1 – 4 errors in the programme of study work presented.
- 3 5 – 8 errors in the programme of study work presented.
- 2 9 – 12 errors in the programme of study work presented.
- 1 13 – 16 errors in the programme of study work presented.

DISCIPLINE OF CANDIDATES

- 5 All candidates were polite, courteous and responsive when, entering, during and leaving the examination on all occasions
- 4 All candidates were well behaved when, entering, during and leaving the examination on the majority of occasions
- 3 The majority of candidates were well behaved when, entering, during and leaving the examination on at least half the occasions
- 2 The conduct of a number of candidates fell short of the required standard when entering, during and leaving the examination.
- 1 The conduct the majority of the candidates fell short of the required standard when entering, during and leaving the examination.

NUMBERING OF CANDIDATES

- 5 Numbers are at least 4cm high, well positioned and clear to the examiner. All candidates are numbered correctly
- 4 Numbers are at least 4cm high, well positioned and clear to the examiner. The majority of candidates are numbered correctly
- 3 Numbers are at least 4cm high and are clear to the examiner. The majority of candidates are numbered correctly
- 2 Numbers are unclear to the examiner. The majority of candidates are numbered correctly
- 1 Numbers are unclear or have not been used.

EFFICIENCY OF CENTRE

- 5 The session runs according to the typed timetable with no changes or delays
- 4 The session runs according to the typed timetable with some changes or delays due to reasonable circumstances
- 3 The session runs according to the typed timetable with some changes and delays.
- 2 The session does not run according to the typed timetable.
- 1 The session is not run according to the typed timetable and many changes and or delays occurred

INFORMATION FOR CANDIDATES

- 5 Information is clearly displayed in a position which is accessible to all
 - 4 Information is available to candidates either on request or through display.
 - 3 It is evident that candidates have been well informed
 - 2 There is some evidence that candidates have been informed
 - 1 There is no evidence that candidates have been informed
- (In view of the fact that in some cases access to notice boards is not possible on examination days, the examiner will take into consideration whether or not the candidates arrive on time, are correctly dressed and are well prepared as a means of evidence for this section)*

Withdrawal of Approved Centre Status

On advice from the examiner and if the scores on the form are below the required standard, the centre will be informed in writing and advised of any action needed to bring the centre back up to the required standard within a given time scale.

If on the examiners next visit the action required does not appear to have been implemented then a reminder will be sent.

If on the examiners next visit the action required still does not appear to have been implemented then a formal notice will be sent advising the centre that failure to comply with the requirements may result in the Approved Centre Status being suspended.

GQAL and ARBTA reserves the right to suspend Approved Centre Status.

3. REGISTERING CANDIDATES

Responsibility for Registration

All registrations should be made through an approved centre.

When Registrations should be made

Registrations should be completed at the earliest opportunity.

Method of Registration

In order to register candidates you must complete the Candidate Registration details on the Candidate Registration and Filing Consent Form for ARBTA Examinations and Assessments. All forms must be emailed to ad.arbta@gmail.com when completed. Centres should email the completed forms. Individual candidates should not email ad.arbta@gmail.com directly with their forms. ARBTA will then register candidates onto Examtrack for the relevant examinations.

Candidate Registration

Each candidate studying an ARBTA syllabus must be registered.

Each candidate should only be registered once on Examtrack. It is important that teachers, when taking new students ask whether or not they have previously taken an ARBTA Examination as it is vital that the original registration is updated with the new school details, by contacting Head Office. However, if a teacher is unsure as to whether or not the candidate has already been registered then please contact Head Office and we can check the database. We will however require the following information to do so:

- The candidates full name
- The candidates date of birth
- The candidates email address
- The candidates telephone number
- The candidates gender
- The candidates ethnicity

The purpose of this is to ensure that the examinations are open to all.

All information held on record for a particular candidate is confidential to the candidate, but is made available to government bodies for statistical purposes.

Examination Fees

Current examination fees are available on the Examination Payment Form in the ARBTA Teachers Examination Pack or may be requested from ad.arbta@gmail.com

4. EXAMINATIONS

Entry Conditions

- All examination entries must be made by the teacher.
- Teachers must ensure their membership subscriptions and registration are up to date.

Criteria to qualify for an examination session:

- Entry fees equal to or in excess of the minimum entry fee.
Half Day (3 ¼ hours) £450. Full Day (6 ½ hours) £800.
- Provision of a suitable venue, with steward. The teacher or candidates must bear any costs incurred.

The venue should consist of :

A large, warm and well ventilated room, located away from external noise in which the examinations will take place. A separate waiting area and changing room which should be sound proofed from the examination room. A separate warm-up room would be preferred.

The examination room should consist of:

A clean floor. A reasonably sized table with a covering to the floor, and two chairs for the examiner, which should be situated at one end of the room. Solid or fixed barres, if appropriate, need to be placed on either the left or right hand side of the examiner, going down the room. A sound system with an attendant to play the music. Mirrors should be covered.

Booking a Session

1. Please give three month's notice of your preferred examination date when requesting a session at your school by completing the Examination Application Form and returning it to ad.arbta@gmail.com
2. Please give 2 alternative dates and complete all sections of the form. These will include genre, levels and approximate numbers of candidates.
3. £100 deposit should be sent to the Treasurer by bank transfer as you apply for the examination session.
4. Teachers membership of ARBTA must be up to date and (this includes teachers applying for the examination session as well as those who will be teaching during the proposed session).
5. Centre Approval Forms must have been completed and approved.
6. Schools unable to meet the minimum charge for examination sessions may join forces with another member school with Centre Approval.
7. Dates will be confirmed within 14 days of submitting your Examination Application Form. You will also receive an Examination Pack via email with all relevant documents.

Completing the Examination Entries

1. The Examination Timetable and Entry Form should be completed and emailed to the administrator ad.arbta@gmail.com at least 1 month prior to the examination date.
2. For Ballet Examinations, the teacher should submit a written or recorded version of the class candidates will be demonstrating 6 weeks prior to the session. This is for standardisation purposes to ensure all requirements in the programme of study have been included.
3. All Candidate Registration and Filming Consent Forms should be emailed to the administrator at ad.arbta@gmail.com at least 1 month prior to the examination date.
4. When composing your timetable, please allow enough time for each group. Each day should be completed on a separate form.
5. The Examination Payment Form must be sent to the administrator together with the total balance of the exam fees at least 1 month prior to the exam date. The balance should be paid

by bank transfer on the same day the form is submitted. A 5% surcharge will be applicable for late payments.

Important information

- It is important that you consider your timetable schedule for the days events when scheduling the session.
- The front page of your Examination Timetable and Entry Form should include clear travel instructions for the examiner and contact details.
- Where possible, the examination session should begin with the lower grades and continue in order of level.
- A day should be no longer than 9 hours including breaks. Please allow 5 minutes between each examination.
- For Contemporary and Ballet Examinations, candidates should be entered in groups, of up to 3 persons, however we will accept groups of 4 where teachers have an additional candidate left, (except for Vocational examinations where the maximum is 3 candidates). For Contemporary and Ballet Class Assessments candidates should be entered in groups of up to 6 persons. For Jazz, Tap and Character Awards candidates should be entered in groups of up to 4 persons.
- Candidates will not be allowed to take more than 3 graded examinations on any one day.
- Candidates will not be allowed to enter more than 2 Vocational graded examinations on any one day.
- Candidates will not be allowed to enter two or more levels in the same subject on any one day.
- Vocational graded examinations are restricted to candidates 12 years and over.
- Teachers wishing to enter Level 5 qualifications must contact Head Office prior to entering.

Remote Sessions

Commonly referred to as '**Remote Examining**':-

- **Online Live Streaming**, whereby the examiner examines the performance as it happens, live over the internet. This will not be used in isolation as there will always be the need for a video recording as a back-up. (The two procedures may be necessary to provide visual and audio clarity for the examiner to complete their marking)
- **Video Recording**, whereby the examiner examines the performance after the event, after it is digitally transmitted over the internet.

Where we are unable to send an examiner due to travel restrictions you can request a remote session. Please see a request form and information about this option in Appendix 2 on page 35 of this handbook.

Examination Fees

Payment for the session should be made to ARBTA (Association of Russian Ballet and Theatre Arts) by bank transfer, or by cheque made payable to ARBTA and sent to the address below. Please note that entry fees are non-returnable, unless the candidate is unable to attend due to illness (see page 16).

The Examination Secretary
119 Oaklands Avenue
Watford
WD19 4TN

Please see the current price list for the required entry fee in the Examination Payment Form or by request from the Examinations Secretary at ad.arbta@gmail.com

We reserve the right to video record live examinations to assist in monitoring standards over time.

Examination Schedule Timetables

On receipt of your completed entries and payment, Head Office will process the session. The Examinations Secretary will check the Timetable/Entry Form, amend where necessary and return to the Centre. Once the timetable has been authorised by the Examinations Secretary, the administrator will forward the relevant documents to the allocated examiner.

Late Entries and Substitutions

Late entries and substitutions should be requested through emailing the Examinations Secretary at ad.arbta@gmail.com.

Late Entry Surcharge

10% of the examination fee if received up to 2 weeks prior to the session date

20% of the examination fee if received within 2 weeks of the session date

Before the Examination Session

Prior to the Day

- Print the Candidate ID list and Timetable for the session.
- A copy of the Session timetable must be displayed where candidates and parents can see it at least 7 days before the date of the examination.
- A session cannot take place until the required fees have been received.
- The date of the session is agreed between the Teacher and Head Office.
- The venue must be an approved centre.
- The start and finish time of each examination is devised in accordance with the timings used by ARBTA.

On the Day

- The examination room and venue should be set up in accordance with the details published in this handbook.
- A steward must be provided to ensure the session runs smoothly and that examinations are taken in accordance with the published timetable.
- Sign the Candidate ID list to confirm the candidates taking the examinations are the candidates listed and hand to the Examiner.
- All candidates should be clearly numbered in accordance with the published timetable.
- The examiner will arrive approximately 15-30 minutes before the session commences. The steward should introduce themselves and show the examiner the facilities.
- Provide the Examiner with adequate refreshments during the session. Time will be allocated for lunch and tea breaks during the session, and it would be appreciated if Teachers could provide a light lunch and refreshments during these breaks.
- At the end of the session see the Examiner out.
- There may be a chance that your session has been chosen as an opportunity for us to monitor the examiner, please see Examiner Monitoring on page 14.

Examination Attire

- Candidates attire for examinations should be appropriate for the genre being examined.
Guidelines on Examination Attire
 - All uniform should be clean and well fitting. Underwear should not be visible.
 - Jewellery must not be worn unless required for religious or cultural reasons.
 - Candidates appearance must be neat and tidy, appropriate for the genre.
 - Hair should be securely fixed and appropriate for the genre (For Ballet, hair should be off the face and neck. For other genres, hair should be off the face and secured neatly).
 - Footwear should be appropriate to the genre and correctly fitted. Elastic, ribbons or laces should be secure and positioned correctly.
- Please see Appendix 1 for details on how marks are awarded for appearance.

During the Examination

- Apart from the candidates, only the Examiner, and the person playing the music is allowed in the examination room, with the exception of Ballet Examinations and Assessments where the Teacher may be present.
- The person playing the music must be an independent person who has not had any hand in the training of the candidates in the examination.
- Set music from other organisations is strictly prohibited. Music must be appropriate to the genre.
- Live accompaniment, such as a pianist, may be used in the examination.
- All candidates should enter and leave the examination room in an orderly manner.
- The examiner will instruct candidates to perform the exercises in the order as detailed in the programme of study by using the title of each exercise as detailed in the programme of study, with the exception of Ballet Examinations and Assessments where the teacher may introduce the exercise.
- Theory questions can be directed to individual candidates at any time during the examination when the examiner feels they are appropriate.

After the Examination

- On completion of the examination the examiner will thank the candidates, after which they can leave the room.

After the Examination Session

- Complete the Session Feedback form and return to Head office.

Choosing the right syllabus, discipline and grade

It is the teachers responsibility to ensure that individual candidates study the right syllabus, discipline and grade, bearing in mind the candidates safety and well being at all times.

The board publishes guidelines with regards to ages within its syllabuses but teachers may have candidates who have previously studied dance with other organisations and consequently it is the teacher who is best able to judge a candidates ability and capabilities within a given discipline.

Cancellations and Absences

Where possible teachers should inform the office of any absences prior to the session date, and inform the Examiner before the start of the session.

If an examination is missed due to illness, a medical certificate and a written application for either a refund of fees (90%) or transfer to the next session must be sent to the office on completion of the session. Refunds will be payable to the teacher.

Failure to follow this procedure will result in the forfeit of any refund or transfer.

Examiner Monitoring

Examiners are monitored over time to ensure that standards are maintained, one of the ways we do this is by an observation visit which may take place at your session. We will contact you to advise you that the Officer will be attending your session in order that you can prepare your students. The following are general guidelines which will help should it be your Examiners turn to be monitored.

- The Visiting Officer will introduce themselves to you on arrival.
- The Visiting Officer will carry official identification and should show this to you.
- The Visiting Officer will sit at the back of the examination room facing the Examiner, or if this is not possible in your studio in a place that works for you and your candidates. Please provide them with a chair.

- It would be appreciated if liquid refreshments were offered, but you are not required to provide any meals for the Visiting Officer unless you wish to do so.
- Candidates need to be aware before entering the examination room of the Visiting Officers presence, but it must be made clear that it is not their performance or conduct which is being assessed by them.
- The Visiting Officer is not there to answer any questions about the examinations or the examination process, all queries on the day should be directed to the Examiner as is the normal procedure.
- Any feedback or queries following an Examiners monitoring visit should be addressed to Head Office.

Programmes of Study

Programmes of study are available for each discipline and level from:

ARBTA
10 Brookwood Avenue
Sale
Cheshire
M33 5BZ

Please email ad.arbta@gmail.com for a General Order Form. Complete the form and return to ad.arbta@gmail.com. Programmes of study will then be sent via post.

5. RESULTS

Certificates

Certificates are issued to all successful candidates taking an Examination. Certificates state the candidates name and the award given. For GQAL Examinations, certificates record a unique certificate number, the centre at which the examination was taken, the candidates ID number and the date of the examination.

Certificates for regulated qualifications will display the logos of the regulatory authorities and the qualification accreditation number, candidates will require these numbers when stating qualifications gained to employers and educational establishments

Issuing Results

- Successful candidates will receive a Certificate and a candidate profile.
- Unsuccessful candidates will receive a candidate profile
- Results will be issued within 6 weeks of the examination date.
- In the event of loss or damage replacement certificates are available at a cost from Head Office, (please see current price list)
- Enquiries on results must be received at Head Office within 14 days of receipt of the results.

Enquiries on Results

Centres should bear in mind that in the event results are deemed to be correct as issued there is a charge made for this service. Fees are shown below:

Service	Notes	Fee
1. Clerical Check	Fee per candidate	£13.20
2. Review and re-mark	Fee per candidate	£38.50
3. Review and Moderation	Fee per group of candidates	£163.90

Enquiries on Results Service

Enquiries may only be made by the Head of the Centre on behalf of candidates or parents. For GQAL examinations, all enquiries about results or about the conduct of examinations must only be made to the Graded Qualifications Alliance. For ARBTA examinations, all enquiries about results or about the conduct of examinations must only be made to the Association of Russian Ballet and Theatre Arts.

All applications for enquiries about results will be acknowledged within 7 working days of receipt. If you have not received an acknowledgement within this period you should inform GQAL or ARBTA Head Office immediately.

General Information

Three levels of enquiries are available to centres who have entered candidates for GQAL Awards and ARBTA examinations.

1. Clerical Re-check

A full clerical re-check including the provision of a statement of the marks by assessment construct for an individual candidate.

2. Review and re-mark

A review of the mark records and a re-mark of the examination for an individual candidate by the Independent Assessor a full clerical re-check and statement of marks by assessment construct.

3. Review and moderation

Review and moderation of all the mark records for a group of candidates, by a moderator together with a full clerical re-check and statement of marks by assessment construct.

A detailed description of each of the above services is given below.

Only one review and re-mark will be allowed for each candidate's result.

Centres may, in addition, request a review and moderation of all the mark records for a group of candidates.

Applications for enquiry about results services

Applications for enquiry about results must be:

- (a) submitted to the Graded Qualifications Alliance for GQAL Awards or ARBTA for all other Awards, by the Head of Centre responsible for the candidate's entry;
- (b) submitted within two weeks of the receipt of the results. (*Centres are advised that they should submit enquiries as soon as possible after the results have been issued. Requests received after the time allowed will not be accepted*);
- (c) accompanied by a consent form and where needed a letter stating the reasons for the enquiry.

The Graded Qualifications Alliance and ARBTA will not consider:

- (a) any telephone requests for enquiries about results;
- (b) any direct requests for enquiries from candidates or their parents

Outcome of Enquiries about Results

The Graded Qualifications Alliance or ARBTA will provide written notification to the centre of the outcome of the enquiry. If the outcome of an enquiry is considered by the Graded Qualifications Alliance to bring into question the accuracy of the results for other candidates in that or other groups, the outcome of the original enquiry will be notified to the centre and the Graded Qualifications Alliance will extend the enquiry to include any other candidates who may have been affected. The centre(s) will be notified of the further investigation and the outcome.

As a consequence of a change in the Final Award of Pass the Graded Qualifications Alliance will:

- (a) notify the centre at once in writing;
- (b) make no charge for, the candidate enquiry fee where a grade is amended or, in the case of the review and moderation service, charge a proportion of the total fee as is appropriate to the circumstances;

(c) issue a revised statement of results and/or issue a revised certificate where necessary, when the original certificate has been returned.

For ARBTA Awards, the Association of Russian Ballet and Theatre Arts will follow the same procedure.

In cases where a clerical check, review, re-mark or moderation reveals inaccurate marking or a clerical error, marks may be confirmed, lowered or raised and the award of a Pass, Merit or Distinction may also be confirmed, lowered or raised. Centres must advise candidates and or parents of these possible outcomes and the candidate's informed consent must be sought before any application is submitted. Please note that by counter-signing and submitting an application form the Centre confirms that the candidate and parent(s) are aware of the possible outcomes and has consented to the application. It is the responsibility of the Head of Centre to ensure that all candidates involved in enquiries about results are aware of and accept the possible outcomes of an enquiry.

DETAILED DESCRIPTION OF THE ENQUIRY SERVICES

1. Clerical Re-check

This will consist of the following:

- A. a re-check that all assessment constructs have been marked;
- B. a re-check that the marks have been properly transferred from the assessment documentation;
- C. a re-check that the marks for the award have been correctly recorded in the computer system;
- D. a re-check that any adjustments, if applicable, have been correctly applied;
- E. a re-check on the grade boundaries;
- F. a re-check on the application, where appropriate, of any allowances, e.g. those resulting from special consideration.

2. Review and re-mark

This will consist of the following:

- A. a clerical re-check consisting of items 1. A to F inclusive above;
- B. a check on the applicable Independent Assessor Standardisation Records and the Centre Standardisation Records;
- C. a review of the assessment documentation and the original marks awarded for assessment constructs undertaken against the approved mark scheme for the examination, by the Assessment Standards Officer who will confirm or amend the original marks.

3. Review and moderation

This is a review and moderation of all the mark records for a *group of candidates*, by a moderator together with a full clerical re-check and statement of marks by component and assessment category and consists of:

- A. a complete review, including clerical checks, by the Assessment Standards Officer and an independent expert, of all stages in the examination process prior to the issue of the results for a group of candidates.
- B. a check on the applicable Independent Assessor Standardisation Records, Centre Standardisation Records and Standardisation Archive Materials;
- C. a written report from the original Independent Assessor;
- D. the provision to the centre of report by the Assessment Standards Officer on the results of the review;
- E. the provision of the moderated Final Scores.

When a Review and moderation has been requested no request for a clerical check, review or re-mark of the examination results for an individual candidate entered for that group will be accepted.

Appeals to the Graded Qualifications Alliance Against the Outcome of Enquiries About Results

After the outcome of an enquiry about results has been reported, the Head of Centre may appeal against the decision. Appeals on behalf of an individual candidate or a group of candidates can only be made by the Head of Centre responsible for the entry. All appeals must be made in writing and in accordance with the requirements set out in the Appeals Procedure, page 14.

Alteration of Final Scores and Awards following Enquiries about Results

For Graded Qualifications Alliance Awards the lowering of a subject grade following an enquiry or any subsequent appeal will only apply

- i. if the marks for an assessment construct are lowered;
- ii. if the enquiry is initiated by the Centre. If for any reason a review or re-mark is initiated by the Graded Qualifications Alliance, Final Scores can only be confirmed or raised.

It is therefore essential that any candidate involved in an enquiry or any subsequent appeal about a GQAL or ARBTA Examination is made fully aware of the potential outcomes.

The Graded Qualifications Alliance strongly suggests that this information is made available to candidates in writing, and **require** that formal written consent is received from the candidate (if over the age of 18 years) or from the parent or guardian in the case of a minor. A suggested template for this purpose is available from Head Office. Centres may adapt it for their own use, for example by incorporating the name of the School or College. A copy of the signed consent form should be sent when the enquiry about results is initiated.

By signing the application form for an enquiry the Head of the Centre is confirming to the Graded Qualifications Alliance that the candidate has been fully informed of the possible outcomes, and has given consent to the enquiry being made.

The consent of candidates is **not** formally required before an enquiry is made about the results for a group of candidates or examination session. However, the Graded Qualifications Alliance recommends that candidates should be made aware that the Centre intends to make an enquiry and that this may result in the Final Scores for any or all of the candidates involved, being confirmed, raised or lowered.

Appeals

Centres should bear in mind that there is a charge made for this service should the Appeal not be upheld. Fees are shown below:

Appeals Stage	Fee
Stage 1	£76.00
Stage 2	£100.00

Appeals Procedures

The Appeals process described below consists of the final stage open to Centres on behalf of candidates after having used the Enquiry Upon Results service.

The final stage of the appeals process allows for a formal hearing of issues raised on behalf of candidates by the Centre, in cases where candidates remain dissatisfied with the outcome of the Enquiry Upon Results service. The focus of the appeal stage is to establish whether or not the Graded Qualifications Alliance, in making awards, has used procedures that were fit for the purpose and whether it applied them properly and fairly, in arriving at judgements of candidate performance.

The procedures open to investigation include the full range of processes involved in and leading to the award of a final score and the result obtained in a Graded Qualifications Alliance Examination, including marking, standardisation, moderation and any subsequent enquiries upon results. The completion of this appeals stage represents the final point in the internal consideration of appeals against decisions of the Graded Qualifications Alliance in respect of the conduct of its examinations. The procedures followed are in line with those used by other awarding bodies in England and Wales.

Appeals Process Summary

Appeal under this stage of the internal arrangements will not involve a re-evaluation of the examination scores as that will have already been completed at the earlier stage of the Enquiries on Results Service.

The Appeals Process will be in two stages.

Stage One

Stage One will involve a review of the case by a member of the GQAL Governing Council staff who has had no previous involvement in the case. The outcome of the review will be reported in writing to the Centre. If the Centre or candidate remains dissatisfied, the case may, on written request by the Centre within 14 calendar days of the outcome being notified, progress to Stage Two.

Stage Two

Stage Two involves the hearing of the case by a specially convened Appeals Committee of the GQAL Governing Council and at least one person independent of GQAL . The appeal will be considered at a formal hearing during which the issues will be fully reviewed and considered.

The Appeals Committee will make a decision, on behalf of the Graded Qualifications Alliance, at the end of the hearing and the outcome, together with reasons for its findings, will be sent to the Centre within five working days.

Stage One

Appeals must be submitted, in writing, by the Centre to the General Secretary of the Graded Qualifications Alliance within 14 calendar days of the date on which notification of the final outcome of the Enquiry Upon Results is received by the Centre. Written communication in the form of FAX transmission or e-mail is acceptable provided proof of validation of the communication by the Principal is provided, eg by the use of headed paper.

Formal notification of the intention to appeal should include the following information:

- (a) Name(s) of candidate(s);
- (b) Grades;
- (c) Date of Independent Assessment;
- (d) Simple statement of the reason(s) for making the appeal; and
- (e) Full description of the reason for appeal.

Where the Centre considers that a common issue applies to a number of candidates from the centre, a joint application for those candidates should be made.

Receipt of this notification will be acknowledged in writing.

At Stage One a review of the case by a member of the Graded Qualifications Alliance Governing Council staff who has had no previous involvement will be made. The outcome of the review will be reported in writing to the Centre. The review may confirm the award made by the Graded Qualifications Alliance or may require the Graded Qualifications Alliance staff (including the assessment team) to take appropriate remedial action and/or may involve broader recommendations being made to the Graded Qualifications Alliance as a whole.

Stage Two

If the Centre remains dissatisfied following the outcome of Stage One of the Appeal Procedure, a written request to proceed to Stage Two should be made within 14 calendar days to the General Secretary of the Graded Qualifications Alliance. At this time the Centre should indicate the names of those who will represent the Centre and Candidate(s) and provide such information and evidence as the Appeals Committee may require. At the same time, relevant officers of the Council (including members of the assessment teams, if appropriate) will be asked to provide documents in support of their view.

Normally the Centre will be asked to provide not more than two representatives whose role will be to set out the basis of the appeal on behalf of the candidate(s) and not more than two witnesses to give supporting statements or other evidence in relation to the case being made. The Graded Qualifications Alliance will also be asked to nominate not more than two officers to present its views and may also nominate up to two witnesses. The General Secretary of the Graded Qualifications Alliance will collate all of this information and make it available to the centre, to the Graded Qualifications Alliance officers and to panel members in advance of the date of the hearing.

At the Hearing

The hearing will be conducted by a Vice-Chair of the Governing Council, who will be a member of the Appeals Committee panel and will have a casting vote. The

Vice-Chair will rule on any matters of relevance or procedure during the hearing. The case on behalf of the appellant(s) will be presented by their nominee and on behalf of the Graded Qualifications Alliance by a nominated officer.

The order of business will normally proceed as follows:

- (i) The Centre shall set out their case in the presence of the Graded Qualifications Alliance representatives and witnesses, calling upon the notified witnesses as appropriate.
- (ii) The Graded Qualifications Alliance representatives shall have the opportunity through the Chair of the Appeals Committee to ask questions of the appellants(s) and witnesses.
- (iii) The members of the Appeals Committee shall have the opportunity to ask questions of the appellant(s) and witnesses.
- (iv) the Graded Qualifications Alliance representatives shall set out their case in the presence of the appellant(s) and witnesses and may call upon notified witnesses on their behalf.
- (v) The appellant shall have the opportunity, through the Chair of the Appeals Committee, to ask questions of the Graded Qualifications Alliance representatives and witnesses.
- (vi) The Appeals Committee members shall have the opportunity to ask questions of the Graded Qualifications Alliance representatives and witnesses.
- (vii) The Graded Qualifications Alliance representatives shall have the opportunity to sum up their case.
- (viii) The appellant shall have the opportunity to sum up her/his case.
- (ix) All representatives and witnesses shall withdraw and the Appeals Committee will deliberate in private. In the event that the Appeals Committee members require clarification on any matter, all parties will return to allow relevant points to be addressed.
- (x) A record of the proceedings will be made by the General Secretary.

The members of the Appeals Committee will come to a decision, taking a vote if necessary. The General Secretary shall note the decision and the reasons given. The Appeals Committee will either refuse the appeal (thus confirming the original award) or uphold it and require the officers (including the assessment team) to take appropriate action. When appropriate, the panel may make broader recommendations to the Graded Qualifications Alliance as a whole.

After the Hearing

The decision of the Appeals Committee and the underlying reasons will be conveyed to both parties within five working days of the hearing and reported to the Graded Qualifications Alliance Governing Council at its next meeting.

6. INFORMATION FOR CENTRES WITH CANDIDATES WITH PARTICULAR NEEDS

Reasonable Adjustments and Special Consideration

Summary of Principles

THE GRADED QUALIFICATIONS ALLIANCE will take reasonable care to:

- provide valid alternative arrangements for access to examination and assessment;
- give special consideration to the performance in assessment where specific circumstances have arisen at or near to the time of assessment that were not provided for by prior reasonable adjustments;
- ensure that neither a reasonable adjustment nor special consideration gives an unfair advantage over other candidates;
- ensure that reasonable adjustments do not reduce the validity or reliability of the examination or assessment;
- ensure that the provision for reasonable adjustments and special consideration does not mislead the users of the qualification about the candidate's attainment;
- ensure that the provision for reasonable adjustments and special consideration does not compromise the integrity or credibility of the qualification;
- determine reasonable adjustments and special consideration in relation to the defined needs of individual candidates;
- consider the candidate's usual methods of learning and producing work when making decisions on reasonable adjustments.

Summary of Principles for people entering candidates for Graded Qualifications Alliance Awards

A person entering a candidate for examination should:

- choose the examination – or the option(s) within a qualification – which is most appropriate for the candidate with a known long-term or permanent disability or learning difficulty;
- diagnose the requirements of each candidate individually making use of specialist advice from external sources, as appropriate;
- ensure that the adjustments requested will assist the candidate to demonstrate his/her attainment without affecting or circumventing assessment requirements;
- consider the candidate's normal way of learning and producing work as a basis for reasonable adjustments provided that this would not give the candidate an unfair advantage or compromise the integrity of the examination or assessment;
- ensure that the candidate has experience of and practice in the use of the adjustments requested;
- consult the Graded Qualifications Alliance or ARBTA at the earliest opportunity in order to plan adjustments for a candidate with particular needs;
- contact the Graded Qualifications Alliance or ARBTA if there is any doubt surrounding the acceptability of proposed adjustments for a particular candidate;
- ensure that all applications for reasonable adjustments and special consideration have been agreed with the Graded Qualifications Alliance or ARBTA in advance of an entry being made.

Guidance for people entering candidates with Particular Needs for Graded Qualifications Alliance Awards and ARBTA

- It should be noted that a candidate with a Statement of Special Educational Needs does not qualify automatically for reasonable adjustments.
- Failure to comply with the Regulations contained in this document may lead to a candidate's result being withheld.
- Send all specific enquiries, requests for advice and completed application forms directly to the Graded Qualifications Alliance, Garden Street Leicester LE1 3UA for GQAL Examinations and to the Association of Russian Ballet and Theatre Arts, 10 Brookwood Avenue, Sale, Cheshire, M33 5BZ for ARBTA Examinations.

The Regulations and Guidance contained in this document follow those that have been commonly agreed by the Joint Council for General Qualifications setting out the Regulations and Guidance agreed jointly by the awarding bodies for GNVQ courses starting from September 2000 onwards, GCE, VCE and GCSE qualifications.

Reasonable Adjustments

GENERAL REGULATIONS ON REASONABLE ADJUSTMENTS

1. Reasonable adjustments apply to both permanent or long-term disabilities and learning difficulties, and to temporary disabilities, illness and indisposition's. In the case of temporary conditions the Graded Qualifications Alliance or ARBTA should be contacted as soon as possible after the situation arises. If a temporary condition arises during the examination, the advice of the Graded Qualifications Alliance should be sought, wherever possible, especially if the circumstances are unusual or distressing.

2. Avoid making assumptions, on the basis of previous experience or hearsay, about the adjustments that may or may not be made. Judgements are made by the Graded Qualifications Alliance according to the circumstances and needs of the individual candidate.

3. In respect of permanent or long-term conditions, the most appropriate syllabus should be chosen. Whenever possible, the syllabuses and options available should be investigated and the one most suitable to meet the needs of the candidate chosen.

4. **Multiple disabilities.** Many students with physical disabilities also have sensory difficulties or problems. If candidates have multiple disabilities, **all** the possibilities for meeting the assessment needs of the candidate should be considered.

5. Before making an application for reasonable adjustments:

- consult any specialist LEA or other external advisory services available;
- consider whether the **severity** or **effect** of the particular disability is likely to change before the time of the examination;

6. The impact of reasonable adjustments on other candidates should be taken into account and assistance to the Graded Qualifications Alliance should be given to ensure that these do not give the candidate an unfair advantage over other candidates or compromise the integrity of the examination.

7. For some candidates, it may be permissible to use alternative forms of communication to give direction or instruction, or a hearing loop, although these should be kept to a minimum in accordance with examination regulations. Examples of alternative communication could be the use of British Sign Language to give instruction or direction, but only where this does not compromise a candidate's ability to perform the requirements of the examination. Where BSL is the primary means of communication for a deaf candidate, these candidates may have the support of a BSL/English interpreter to sign the instructions or directions to them, which are being given by the examiner/assessor. The teacher/centre is responsible for providing this. The BSL interpreter should be recruited with integrity by the centre/teacher and hold an appropriate qualification in sign language, have a good working knowledge of the content of the examination and must not be related to the candidate. A candidate should, wherever possible, have had previous experience of working with a BSL/English interpreter and should have used this arrangement during their classes.

8. Candidates with Statements of Special Educational Needs do not necessarily qualify for reasonable adjustments. Where candidates have Statements, action should be taken to ensure their possible needs are considered before the candidate commences the Programme of Study.

9. In all cases, when consideration is being given to a candidate with Particular Needs (whether stated or not), the Parents or Guardians of the candidate must be consulted about, and kept informed of the appropriateness of the award, the demands of a Programme of Study and the nature of the examination requirements before the candidate commences the Programme of Study.

10. Careful consideration must be given to the resourcing implications of any reasonable adjustments which may be agreed.

11. The candidate must have had **experience of, and practice in**, the use of any reasonable adjustments which are requested.

12. If there is any doubt about the acceptability of the adjustments proposed, the awarding body should be consulted at the earliest opportunity and preferably before the Programme of Study is started.

13. In the case of learning difficulties, there must be evidence of need and a history of provision during the Programme of Study. The evidence must take the form of **one** of the following:

- a Statement of Special Educational Needs;

or

- a relevant diagnostic report confirming learning disability produced by an educational psychologist or other appropriately qualified and competent person.

The evidence must be held by the centre and made available to the Graded Qualifications Alliance on request.

How to apply for Reasonable Adjustments

Evidence Requirements

Historical evidence of the candidate's needs and an indication of how these needs have been met during the Programme of Study must be provided to the awarding body. Centres will be expected to establish that the candidate's needs have been recognised over the duration of the Programme of Study and that the adjustments requested for the examination reflect past and present requirements.

In the case of learning difficulties, evidence of need should be confirmed by a history of provision during the Programme of Study within the school/college, supported by **Current** medical/psychological evidence from a competent person to support the application. (A competent person is defined as a Medical Doctor, Chartered Psychologist or a Full/Affiliated Member of the Association of Educational Psychologists or person of similar professional and relevant standing.)

Submitting Applications

Applications for reasonable adjustments for graded examination must be submitted to the Graded Qualifications Alliance, Garden Street, Leicester, LE1 3UA at least 12 weeks before intended date of examination by completing the application form. For ARBTA Examinations, please email your form to ad.arbta@gmail.com.

CANDIDATES WITH PHYSICAL OR OTHER DISABILITIES

You should read this guidance in conjunction with the General Regulations section on reasonable adjustments.

The guiding principle in practical assessments must be safety at all times. Candidates must neither endanger other candidates nor endanger themselves.

In every case centres must ensure that the Programme of Study and an Examination is suitable for the candidate and not beyond his or her physical capabilities. This requires that the candidate's needs should have been recognised over a period of time and the adjustments proposed for the Programme of Study and Examination should reflect past and present need. If no previous adjustments have been made, centres must consider very carefully whether arrangements are justified. **Where any doubt exists centres must contact the Graded Qualifications Alliance or ARBTA before a candidate commences work on a Programme of Study leading to an examination.** The centre must avoid misleading the parents, students and other interested parties about the candidate's likely acceptance for the examination and the level of attainment possible.

Where an examiner/assessor has reasonable grounds for believing that candidates might either endanger other candidates or endanger themselves the examiner/assessor is required by the Graded Qualifications Alliance not to proceed with the examination and to inform the Graded Qualifications Alliance or ARBTA immediately that this is the case.

Reasonable adjustments are intended to enable the candidate to demonstrate his or her level of attainment but the centre must ensure and the examiner/assessor must be satisfied that they do not give the candidate an unfair advantage over other candidates in the same examination.

Special Consideration

ELIGIBILITY FOR SPECIAL CONSIDERATION

1. A candidate who is fully prepared for assessment will be eligible for special consideration if:

- (a) performance in a component is affected by circumstances beyond the control of the candidate, e.g. recent personal illness, accident, bereavement, serious disturbance during the examination (but see paragraphs 3(a) below);
- (b) reasonable adjustments which were made in respect of a permanent or long-term disability proved inappropriate or inadequate.

2. A candidate will **not** be eligible for special consideration if:

- (a) any part of the examination is missed due to personal arrangements including holidays or unauthorised absence from any examination component;
- (b) no evidence is supplied by the centre that the candidate had been affected at the time of the examination by a particular condition e.g. chronic hay fever.

3. Candidates, either individually or as groups, will **not** be eligible for special consideration if:
- (a) preparation for a component is affected by difficulties during the course of study e.g. disturbances through building work, lack of proper facilities, changes in or shortages of staff, industrial disputes;
 - (b) the effect on the final assessment cannot be reliably quantified by the awarding body.

Following an application for special consideration the Graded Qualifications Alliance may make an **exceptional circumstance award**, provided that additional appropriate pre-existing evidence of attainment is available.

How to apply for Special Consideration

The centre is responsible for discussing the possible need for special consideration with the examiner/assessor **before** the examination starts. The examiner/assessor and centre must be satisfied beyond all reasonable doubt that the case of an individual candidate is genuine. The examiner/assessor will notify the Graded Qualifications Alliance (if possible before the examination starts) the examiner/assessor will send the Graded Qualifications Alliance a confidential written report about the circumstances. The centre must submit a letter requesting special consideration to the Graded Qualifications Alliance as soon as possible after the examination **and not later than 2 days after the date of the examination**. This letter must provide medical or other appropriate evidence to support the request.

Application for Special Consideration for Graded Qualifications Alliance Award

Application is by letter to the GRADED QUALIFICATIONS ALLIANCE, Garden Street Leicester LE1 3UA. The letter must include the following information:

Title of the award as entered

Date of Exam/Assessment

A full description of the adverse circumstances on the date of examination/assessment.

Where appropriate current medical/psychological evidence from a competent person to support the application.

Notes on applications for Reasonable Adjustments or Special Consideration

- State precisely the nature of the disability or indisposition and its effects in relation to assessment.
- Specify any information/evidence enclosed with the application which will assist understanding of the case.
- Specify your recommendations for the reasonable adjustments needed by the candidate. Be as precise as possible. Remember, it is the **centres** responsibility to recommend and subsequently provide the reasonable adjustments being requested.
- You are advised, wherever possible, to consult a specialist advisory service or other external service on the most appropriate adjustments for the candidates concerned.
- Provide details of all reasonable adjustments already made within the school or centre for the Programme of Study and indicate any support that is usually available to the candidate during teaching.
- Specify for how long such adjustments have been made for the candidate. If none have been made put '**NONE**'.
- Complete the declaration. It is the responsibility of the centre to verify the accuracy of the information required to support the request and subsequently provide the reasonable adjustments agreed.
- Enclose copies of **current** (e.g provided within the previous two years) medical/psychological evidence from a competent person to support the application. (A competent person is defined as a Medical Doctor, Chartered Psychologist or a Full/Affiliated Member of the Association of Educational Psychologists or person of similar professional and relevant standing.)

- The supporting evidence from a competent person must clearly indicate why the candidate has learning difficulties or particular needs severe enough to warrant reasonable adjustments. The person must indicate whether, in their judgement, the examination is appropriate for the candidate. Any other information to be taken into account such as physical, perceptual, attentional or co-ordination difficulties and any relevant emotional factors must be commented on and the results of recognised tests relating to these supplied.

For ARBTA Examinations, the process is the same with the exception that correspondence will be sent to ARBTA.

Aegrotat Awards

An Aegrotat award may be made to a candidate who is prevented by illness or other medical reasons or by circumstances that could not have been predicted or anticipated from completing an examination or final assessment. It is the responsibility of the Centre to immediately notify the General Secretary of the Graded Qualifications Alliance of the likelihood of an Aegrotat award being applied for and to ensure that the reasons or circumstances are fully documented and supported by evidence which will be passed to the General Secretary of the Graded Qualifications Alliance without undue delay. The General Secretary of the Graded Qualifications Alliance, having considered the relevant facts (which should include satisfactory medical certification or other appropriate evidence) may recommend to the Member that an Aegrotat award be made.

In doing so, the General Secretary of the Graded Qualifications Alliance should be satisfied that the candidate's prior performance shows beyond reasonable doubt that he/she would have passed but for the illness/event which occurred. The Member should be satisfied that the candidate is unlikely to be able to return to complete his/her examination or assessment at a later date within a reasonable period.

If the Member agrees that an Aegrotat award be made, the General Secretary of the Graded Qualifications Alliance shall require the candidate to confirm in writing that s/he is willing to accept an Aegrotat award. Notification of the candidate's signed confirmation of willingness to accept an Aegrotat award shall be given to the Member before an Aegrotat award is made. Where the candidate is a minor the signature of the Parent or Guardian will also be required in confirmation that an Aegrotat award is to be accepted.

Where the candidate is unwilling to do so, the Member shall endeavour to make appropriate arrangements for the learner to complete or re-take the examinations/assessments concerned.

An Aegrotat award shall not state it to be a Pass, Pass with Merit or Pass with Distinction but clearly state that it is an Aegrotat award. An Aegrotat award does not necessarily entitle the holder to any credits or exemptions which might otherwise be associated with the award concerned.

7. SAFEGUARDING

There is an expectation that all Dance Teachers and GQAL Centres will comply with current legislation regarding Health and Safety and Safeguarding of Students.

Sample policies which can be used within your school/centre are available from Head Office on request.

8. CUSTOMERS SERVICE AND COMPLAINTS

Customer Service Statement and Standards

WE ARE COMMITTED TO

1. providing examinations, assessments and qualifications that recognise the achievements of students and retain public credibility;
2. developing effective working partnerships between the Graded Qualifications Alliance Members, the Association of Russian Ballet and Theatre Arts, centres, examiners/assessors, and the wider community;
3. recognising and respecting the needs and rights of all individuals;
4. the continuous improvement of our programmes and services;
5. providing clearly stated minimum standards for our services and evaluating our effectiveness in maintaining these.

YOU CAN EXPECT US TO

1. treat you with courtesy, respect and consideration
2. identify ourselves by name when we communicate with you
3. listen and respond appropriately
4. conduct our dealings with you with efficiency, with integrity, fairness and professionalism
5. provide you with relevant, accurate and up to date information when you need it
6. make you aware of the standard of service we aim to provide
7. actively seek your comments on a regular basis, and by a variety of means, to help us continue to develop our programmes and services

IF A PROBLEM ARISES, WE WILL

1. wherever possible deal with the matter straightaway
2. advise you of what action can be taken when it cannot be dealt with immediately
3. advise you of any further steps you can take if you remain dissatisfied.

STANDARDS

The Graded Qualifications Alliance and the Association of Russian Ballet and Theatre Arts seeks to continuously improve the way we work and the quality of service we provide. The following standards cover the services that we offer to centres, candidates and parents in the provision of qualifications. These services involve providing relevant information, answering enquiries and managing the examination and assessment process.

- Standard 1. Answer your letters clearly and within 15 working days of receipt.
- Standard 2. See you within 10 minutes of any pre-arranged time for appointments at our offices.
- Standard 3. Provide regular information about our qualifications and services and provide a minimum of 12 months notice of the withdrawal of a syllabus or significant changes to assessment and examination requirements.
- Standard 4. Consult users regularly about services and report on findings.
- Standard 5. Have a complaints procedure and send you information about it on request.
- Standard 6. Take all reasonable steps to make services accessible to everyone (including people with special needs).
- Standard 7. Provide professional, courteous and efficient treatment.

Standard 8. Clarity in explaining our position. We will answer your questions in a clear and concise manner. We will explain how decisions were made and convey this information in understandable language.

ISSUE OF RESULTS AND CERTIFICATES

Results and Certificates will be issued within 6 weeks of the examination/final Independent Assessment date.

COMMUNICATION PATHWAYS

Enquiries, complaints and appeals in relation ARBTA examinations regulated by the Graded Qualifications Alliance should be referred directly to GQAL. If initial communication of the enquiry, complaint or appeal is referred to the Association of Russian Ballet and Theatre Arts, it will be forwarded without delay directly to GQAL.

Enquiries, complaints and appeals in relation all other ARBTA examinations and assessments should be referred directly to ARBTA.

ENQUIRIES ON RESULTS

All applications for enquiries about results will be acknowledged within 7 working days of receipt.

Requests for a Clerical re-check for an individual candidate will be responded to within 7 working days of receipt.

Requests for a review and re-mark for an individual candidate will be responded to within 14 working days of receipt.

Requests for a review and moderation for a group of candidates will be responded to within a 6 week period from receipt.

APPEALS

All applications for Appeals will be acknowledged within 7 working days of receipt.

Stage 1 Appeal

The appellant will be informed of the result of the appeal within a 5 week period from the date on which the appeal was received.

Stage 2 Appeal

The appellant will be advised of the date of the hearing within a 4 week period from the date on which the appeal was received.

The appellant will be informed of the result of the appeal within 14 working days of the date of the hearing.

If you are dissatisfied with any aspect of GQAL customer service, please contact the General Secretary on 0116 2624122 or write to the General Secretary at Graded Qualifications Alliance, Garden Street, Leicester, LE1 3UA or e-mail info@gqal.org

If you are dissatisfied with any aspect of ARBTA customer service, please contact the General Secretary on 07587 938624 or write to the General Secretary at ARBTA, 119 Oaklands Avenue, Watford, WD19 4TN or email ad.arbta@gmail.com.

Complaints Procedure

We welcome your assistance in telling us how we can improve the delivery of our service to you. If the service you receive falls below our published standards we will take action to put things right. If you have a complaint about our service you can tell us by telephone, in writing or by email.

Initially please make your complaint to the person dealing with your application or enquiry. If this officer cannot deal with your complaint to your satisfaction they will give you the name of a more senior officer whom you can contact. If you remain dissatisfied (or if you are unsure who you should contact) you may write to the General Secretary.

Your complaint will be acknowledged within 3 working days of your complaint being received and you will be sent a written response within a further 21 working days. If, however, we are unable to send out a final response within that timescale we will send you an interim reply telling you why and when you may expect to know the outcome.

If you feel that your complaint has not been fully resolved you can write to the Chair of the Graded Qualifications Alliance Governing Council for complaints in relation to ARBTA examinations regulated by GQAL or the Chair of the ARBTA Management Committee for all other ARBTA examinations and assessments.

9. SERVICES TO CENTRES

Replacement Certificates

In the event of loss or damage replacement certificates are available at a cost of £7.50 from GQAL Head Office for ARBTA examinations regulated by GQAL and ARBTA Head Office for all other examinations and assessments.

Fees should be accompanied by the following information:

Candidates Name

Candidates Date of Birth

Examination Taken

Date Examination Taken

If possible the name of the centre at which the examination was taken

Professional Development and Training Courses

Teachers Registration is renewable every two years, during which time certain criteria should be fulfilled (contact Head Office for the current registration requirements).

Professional development courses and Programme of Study Courses are published on the ARBTA website – www.arbta.org.uk

10. PROCEDURES FOR DEALING WITH MALPRACTICE

ARBTA acknowledges its responsibility to deal with any issues of malpractice or maladministration on the part of candidates, centre staff or any others involved in providing their qualifications.

1. What is malpractice?

Malpractice is defined as any activity or practice which deliberately contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates. For the purpose of this policy this term also covers misconduct.

The categories listed below are examples of potential malpractice. Please note that this is not an exhaustive list.

- Failure to adhere to our candidate registration and certification procedures
- Failure to comply with centre approval criteria (where these apply) or examination requirements
- Failure to maintain auditable records, eg certification claims
- Fraudulent claim for certificates
- Intentional withholding of information from us which is critical to maintaining the rigour of quality assurance
- Deliberate misuse of our logo
- Plagiarism of any nature by candidates.
- Submission of false information to gain a proxy or a qualification
- Disruptive behaviour by candidates
- Failure to adhere to the requirements of our *Reasonable Adjustments and Special Considerations Policy*.

2. What is maladministration?

Maladministration is defined as any activity or practice, which results in non-compliance with regulations. Anybody identifying cases of maladministration should report them to the Responsible Officer.

We are obliged to investigate all cases of maladministration in liaison with the parties concerned. If an investigation results in evidence of maladministration, we will need to impose the appropriate sanction and take the necessary steps to ensure that the candidates' interests are protected as far as is reasonably possible. This may include making arrangements for re-assessment or certification, as appropriate.

3. How to notify us of suspected or actual cases of malpractice

Anybody who identifies or is made aware of suspected or actual cases of malpractice at any time must immediately report their findings to the Responsible Officer by post, telephone or e-mail. Reports must include:

- Centre name (where a centre is approved by GQAL/ARBTA) or teacher name
- candidate's name and registration number
- title and number of the qualification affected
- date(s) suspected or actual malpractice occurred
- full nature of the suspected or actual malpractice
- contents and outcome of any investigation carried out by the centre or anybody else involved in the case, including any mitigating circumstances
- written statements from those involved in the case, eg witness statements
- date of the report and the informant's name, position and signature.

We would expect centres approved by GQAL/ARBTA to carry out their own initial investigations into any suspected malpractice. We will provide guidance and support to centres to put arrangements in place to prevent and investigate malpractice.

4. Investigating suspected or actual cases of malpractice

4.1 The review timescales at each stage of the process

Your report will be acknowledged by the Responsible Officer within 5 days of receipt.

The Responsible Officer will review the report and decide whether to recommend further investigation. Should the Responsible Officer decide to conduct an investigation, they will appoint a team of personnel selected from the Examinations Standards Committee who have no personal interest in the case or have had any previous dealings with those involved in it. We will endeavour to finish our investigations no longer than 30 working days from the receipt of the report. Please note that in some cases the investigation may take longer for example if GQAL/ARBTA deems it necessary to carry out site visits. In such instances, we'll advise all parties concerned of the likely revised timescale.

We will advise all interested parties of the outcome of our investigation within 10 working days of making our decision.

4.2 The investigation process

We expect all parties, who are either directly or indirectly involved in the investigation, to fully co-operate with us. In instances where a centre or its candidates do not co-operate, we may have no alternative but to take action against those involved. Our possible actions for non-compliance can be found in our Sanctions policy.

During the investigation the review process may involve:

- a request for further information from those involved
- interviews (face to face or by telephone) with those involved in the investigation
- arranging for authorised personnel to carry out a site visit

Where a decision is referred to the Examination Standards Committee or the Board of Directors, the majority vote will apply.

Where applicable, we will inform the appropriate regulatory authorities of any investigation into suspected or actual cases of serious malpractice and will agree the appropriate course of remedial action with them. Please note that in exceptional cases, the regulatory authorities may lead the investigation.

In cases where certificates for qualifications approved by the regulatory authorities are deemed to be invalid, we will inform the centre and the candidate and the regulatory authorities of the reasons why they are invalid and provide details of action to be taken for reassessment and/or certification.

Either at notification of a suspected or actual case of malpractice or at any time during the investigation, we reserve the right to suspend any claims for candidate certification submitted by the centre involved.

4.3 The outcome of the investigation

We will consider all factors put forward by the centre or the candidate in determining the appropriate sanctions. Please see our Sanctions policy for information about the range and degree of sanctions that we may impose. These will be determined in proportion to the scale and type of malpractice.

Candidate malpractice

If the investigation confirms that candidate malpractice has taken place, we will have to impose one or more of the following sanctions on the candidate.

- Disallowing all or part of the candidate's external assessment marks
- Not issuing the candidate's certificate(s)
- Disqualification from the qualification.

Teacher or centre malpractice

If the investigation confirms that centre or teacher malpractice has taken place, we will have to impose one or more of the following sanctions on the centre

- Suspension of centre approval status or teacher membership status for all our qualifications
- Suspension of candidate registration and/or certification service for the qualification

Examiner malpractice

If an examiner is reported to be colluding with candidates the evidence will be passed to the General Secretary and will be closely monitored. If collusion is corroborated then the examiner will be dismissed from the examining panel and the candidates in question will be re-examined.

4.4 Reporting the outcome

After an investigation, we will produce a draft report for the centre/candidate to check for factual accuracy. Any subsequent amendments will be agreed between the centre/candidate and us.

We will make the final report available to the centre/candidate and to the regulatory authorities and other external agencies as required.

If an independent/third party notified us of the suspected or actual case of malpractice, we will inform them of the outcome.

5. Appeals against our decision to impose sanctions

If you wish to appeal against our decision to impose sanctions, you may do so by writing to the Responsible Officer who will consider your appeal and refer it to our appeals panel for a final decision.

11. REFERENCE SECTION

For information on Syllabuses on offer, please refer to the ARBTA website or email ad.arbta@gmail.com. Specifications will also be available on the GQAL website.

APPENDIX 1

APPEARANCE CRITERIA

Mark		
5	Hair	Neat, tidy and secure. Remains so throughout the examination.
	Attire	As per the published guidelines. No visible undergarment(s) throughout the examination.
	Other	No nail varnish, jewellery or body art visible.
4	Hair	Neat, tidy and secure. Becomes less secure throughout the examination.
	Attire	As per the published guidelines. Undergarment(s) become(s) visible as examination progresses.
	Other	No nail varnish, jewellery or body art visible.
3	Hair	Neat, tidy but not secure.
	Attire	As per the published guidelines. Undergarment(s) is/are visible.
	Other	No nail varnish, jewellery or body art visible.
2	Hair	Untidy but remains in the style throughout the examination.
	Attire	Not as per the published guidelines. No visible undergarment(s) throughout the examination.
	Other	Either nail varnish, jewellery or body art are visible.
1	Hair	Untidy and does not remain in style throughout the examination.
	Attire	Not as per the published guidelines. Undergarment(s) is/are visible.
	Other	Either nail varnish, jewellery or body art are visible

APPENDIX 2



**REMOTE EXAMINATION SESSION
REQUEST FORM**

ARBITA

Centre Name:	
Centre Address:	
Preferred Date of Remote Session:	
Reason for Request:	
Preferred Remote Option:	

DECLARATION

PLEASE TICK THE BOXES BELOW

I confirm that I have read and understood the **REMOTE EXAMINING** document (**Appendix 1**).

In particular I will ensure:

- The camera operator is familiar with dance.
- The footage will be visually and audibly clear.
- Where requested a second video or live stream panning the whole studio.
- The recording is not paused for any reason.
- The camera will not be left unattended and only turned off during scheduled breaks.
- The video footage will be transferred immediately after the examination to Head Office and a copy kept on a secure device.
- The copy of the recording will be deleted after the candidates have received their certificates.
- Video footage transmitted digitally after the examination will be done via a secure platform
- That the video footage will not be shared, transferred or shown to any other person or organisation.

- A 'Remote Examining Consent Form' will be completed by all candidates (by the parent/guardian for children under 18 or in the case of a vulnerable adult).
- A confirmation that all candidates entered have signed the consent form and understand copies may be requested.
- I confirm that I have read and understood the **GUIDANCE FOR VIDEO RECORDING (Appendix 2)**
- I confirm that I have read and understood the **ABSENCE OF THE EXAMINER (Appendix 3)**

Name

Signature

Date

Appendix 1

REMOTE EXAMINING

Commonly referred to as '**Remote Examining**':-

- **Online Live Streaming**, whereby the examiner examines the performance as it happens, live over the internet. This will not be used in isolation as there will always be the need for a video recording as a back-up. (The two procedures may be necessary to provide visual and audio clarity for the examiner to complete their marking)
- **Video Recording**, whereby the examiner examines the performance after the event, after it is digitally transmitted over the internet.

REMOTE EXAMINING REQUIREMENTS.

1. Remote examining is not by default our preferred option, hence will only take place where other options have been exhausted. Performing to a live audience albeit an examiner is considered to be part of the performing experience.
2. Dance examinations must be studio based.
3. The examination will be (i) streamed live to the examiner with a video recorded back-up transmitted digitally **or** (ii) just video recorded and transmitted digitally.
4. The camera operator would need to be familiar with dance in general, and the examination dance requirements in particular. This would suggest another dance teacher, teaching assistant or senior dance student/practitioner.
5. The footage should be visually and audibly clear and the date and time should also be visible on the screen. We reserve the right not to examine the candidate if the clarity of the picture or sound is poor. Further guidance is provided to ensure good quality streaming and video footage.
6. In certain circumstances we will request a second video or live stream panning the whole studio in addition to that of the candidate – this is referred to as 'remote proctoring' and acts as a remote invigilator via a fixed camera.
7. If the recording of a performance is paused for any reason, the reason would have to be fully explained in a written report. Cuts in a recording might be interpreted as indicating the application of editing and/or combining more than one performance.
8. The camera should not be left unattended and should only be turned off during any scheduled lunch and tea breaks.
9. Whether camera's, laptops, tablets or phones are used teachers should be satisfied that the visual and audio clarity is of good quality and that their memory and battery life is enough for the examination session.
10. The video footage should be transferred immediately after the examination to Head Office and a copy kept on a secure device. The teacher should keep a copy of the

recording until after the candidates have received their certificates. It must then be deleted by the teacher.

11. Video footage transmitted digitally after the examination will be done via a secure platform, this and any links/passwords will be provided before each examination.
12. Teachers are not allowed to share, transfer or show the footage to any other person or organisation.
13. A 'Remote Examining Consent Form' must be completed by all candidates (by the parent/guardian for children under 18 or in the case of a vulnerable adult). Teachers will be required to confirm that all candidates entered have signed the consent form, copies of which may be requested at any time.
- 13 The examination schedule will run in accordance with the published timetable.
- 14 Remote examining adheres to our policy on Data Protection and Privacy.

Appendix 2

GUIDANCE FOR VIDEO RECORDING OF EXAMINATIONS

The following guidelines are provided:

1. Videoing should be undertaken in a normal examination environment.
2. The date and time feature on the camera must be active for the recording to be valid.
3. Ideally, the camera should be situated front/centre of the studio, close to the 'Virtual Examiner/Teacher' operating the examination schedule, but outside the performance area
4. The dancer(s) should fill the whole frame of the shot for most of the performance requiring the camera to follow the dancer(s)' movements. A camera operator would therefore pan, tilt and zoom as required so that the dancer(s) fill the frame continually. This would emulate the human eye (as of an examiner) observing a dancer closely and would record the detail of a dancer'(s) movements/technical ability.
5. The camera should enable the whole performance to be seen by the examiner and the entire candidate(s) (from head to feet) should be visible in the footage.
6. It will be necessary to record the performance of dancer(s) for the duration of the examination in one continuous 'take', hence the camera should keep recording even when there are pauses between exercises so the whole examination group is contained on a single 'take'.
7. The camera operator should have appropriate competence and familiarity with operating a camera. This could be attained by some training and practise.
8. Such training and practise would not require a specialist camera operator. The end result could be achieved by teachers training together in groups of three. They would take turns rotating between operating the camera, performing examination dance requirements and observing. After a 'shoot' the recording could be analysed by all three in discussion for the maximum clarity of recording the detail of movement.
9. Because operating a camera in this way requires the full attention of the operator it would not be possible to fulfil a second function in the examination room at the same time. For example, they would not be able to conduct the examination procedures at the same time. A dedicated camera operator is therefore required in addition to other personnel for the conduct of the examination.
10. In setting up the dancers and studio for filming it is necessary to ensure that the background is as uncluttered as possible and that any backdrops do not make it difficult to see the detail of dancers' movement, e.g. where dancers attired in black are performing in front of a black backdrop it is difficult to see the outline of a dancer's form.

Appendix 3

CONDUCT OF EXAMINATIONS IN THE ABSENCE OF AN EXAMINER

In cases where live streaming is not an option, the session will be videoed for assessment purposes. In these circumstances the Teacher will need to conduct the session in the absence of the examiner as follows:

1. The Teacher must sit in the same position within the examination room as the Examiner would.
2. The candidates enter the examination room as normal.
3. The Teacher will state the Grade and Discipline the candidates will be performing.
4. The teacher will then ask each candidate in turn commencing with number one the following:
For the purposes of the recording please can you tell me your name.
5. The Teacher must ask for the candidates to perform each examination piece as worded in and in the same order as laid out in the Programme of Study, allowing a short break after each exercise. A longer break should be allowed between the barre, centre and dance sections and the Teacher should direct the candidates to come away from the barre and into the centre, making sure that number one is situated to their left.
6. No theory questions are to be asked.
7. No assistance is to be given to the candidates.
8. The Teacher should at the end of the examination ask the candidates for their curtsy or bow and then ask them to leave the room.

We would actively encourage you to practice this with your candidates prior to the examination day.