



MRS Qualifications

Enquiries & Appeals Information

Enquiries

The MRS provides a results enquiry service to enable candidates to request additional information about their results in the assessed components of the MRS Advanced Certificate in Market & Social Research Practice and the MRS Diploma in Market & Social Research Practice.

The following information is available via the Enquiry Service. Please note that these services attract administration charges

Report 1: Breakdown of Examination Marks

This report provides information on how the candidate scored in each section of the examination. It provides the grade awarded for each of the three questions in the exam.

Administration fee: £10.00 + £2.00 Vat = £12.00

Report 2: Results Report – Exam

This report provides an outline detail of the question requirement, for each question selected by the candidate. Feedback is given relating to how the candidate responded to the question, this includes weaknesses and where applicable the strengths. The grade achieved by the candidates for each part question and the overall grade achieved for the question is also detailed.

Please note this report is only available to candidates who were unsuccessful in this component of assessment.

Administration fee: £40.00 + £8.00 Vat = £48.00

Report 3: Results Report –Assignment

This report provides information on the strengths and weaknesses identified in your assignment.

Please note this report is only available to candidates who were unsuccessful in this component of assessment.

Administration fee: £40.00 + £8.00 Vat = £48.00

- All requests for enquiry reports must be made **within 40 days** of the release of the final results.
- All requests from Accredited Centres must be submitted on a Results Enquiry Form.
- MRS Direct Registration candidates can request a report by emailing: samantha.driscoll@mrs.org.uk

Important Notice: It is MRS Policy not to release candidate examination scripts. There is no legal obligation for MRS to release candidate examination scripts. Indeed the Information Commissioner who is responsible for the Data Protection Act and Freedom of Information Act which regulates personal data such as assessment documentation, recognises the special nature of examination Results Release Doc – April 2012

scripts and has developed specific guidance on this topic which gives awarding bodies exemption for providing such information.

The Examiner Report provides an outline detail of the question requirement, for each question selected by the candidate. Feedback is given relating to how the candidate responded to the question, this includes weaknesses and where applicable the strengths. The grade achieved by the candidates for each part question and the overall grade achieved for the question is also detailed.

Appeals

The MRS provides an appeals process to enable candidates to request an appeal against decisions which affect the grades awarded to candidates. The appeals procedure focuses on whether, in making decisions on the results to be awarded or on issues relating to irregular conduct, MRS Qualifications:

- used procedures which were consistent with the regulatory criteria governing the qualification
- applied its procedures properly and fairly in arriving at judgements

The Appeals process does not focus on the candidate's performance in the examination or assignment. It does not routinely involve the remarking or reassessment of a candidate's work. However, if the appeal finds that procedures have not been followed appropriately, a remarking of the candidate's work may be ordered by the Appeals Committee. If such reassessment calls into question the results awarded to other candidates in the same assessment round, MRS Qualifications will take steps to protect the interests of other candidates.

The Appeals process is not open to candidates who feel that their performance may have been adversely affected by illness or other unforeseen circumstances which affected them at the time of the examination. These candidates are advised to follow the Special Consideration procedures.

Candidates who wish to lodge an appeal against the results of their assessment must do so via their centre. MRS Qualifications can only consider an appeal if the appeal is submitted in writing by the centre's appointed point of contact, or, in the case of direct registrants, by the candidate.

Appeals must be made in writing (by letter, fax or email) **within 40 days** of the release of results and must give a full explanation of the circumstances and grounds for the appeal.

An administrative fee is payable for appeals against results. Pre-and-post examination information sent to centres contains details of all fees.

Administration fee: £100.00 + £20.00 Vat = £120.00

In cases where the original grade is replaced with a higher grade, or where an award is made where originally none had been made, the candidate will receive a full refund of the Appeals fee.

All appeals letters should be sent to:

Samantha Driscoll
Qualifications & Membership Manager
MRS
15 Northburgh Street
London EC1V 0JR