



Policy and procedures for processing and issuing examination results, certificates and medals

Policy statement

Results are processed and monitored upon receipt of marks from examiners. The Academy aims to communicate provisional results to Applicants within four weeks, and to send certificates within six weeks, of the end of a tour (allowing for public holidays in the relevant results processing centre). Certificates, result forms, assessment reports and medals are normally sent to applicants by courier.

Replacement certificates, result forms, assessment reports and medals are issued where certain conditions are met. The Academy aims to send out all replacement items within one month of receipt of an application.

I Processing and issuing results

I.1 Provisional results

- I.1.1 Completed mark sheets and other tour paperwork are returned to the relevant RAD results processing office approximately every 7-10 days by the examiner (or relevant national/regional office) as their tour progresses.
- I.1.2 This information is logged as it is received and all data relevant to each tour is collated for processing.
- I.1.3 If the examination entry has not already been set up, student and mark details are entered onto RADius. The results are processed under the school, tour and session.
- I.1.4 If no teacher with active RAD teaching membership is named on the entry form for a school's entry or one or more student(s) included in an online entry is not linked to a teacher with active RAD teaching membership then RADius will not permit on-line entry or processing of off-line submissions until at least one of the teachers named has contacted the Membership Department to initiate or renew their membership and their record has been updated on RADius.
- I.1.5 Once all the results for a tour have been entered (with the exception of those detailed in I.1.4), the data is checked for accuracy.
- I.1.6 When all the results for a tour have been entered and checked, the tour is set as 'Marking Complete'. The tour is then monitored by the Examinations Results Quality Assurance Manager. (For further details on this process see the *Reliability of Results Policy*.)
- I.1.7 Once monitoring has been completed, this is checked and then the tour is set as 'Moderation Complete'.
- I.1.8 Provisional results, where issued, are forwarded to the Applicant named on the examination entry form or who submitted the online entry by email as a PDF, or by post if there is no active email

address given on the entry form, at least two weeks before certificates are issued. The email / postal address used is that indicated on the submission or entry form, unless a request to use a different one has been received from the Applicant subsequent to entry (in which case this would be updated on the RADius examination entry). In exceptional circumstances the Academy may, at its discretion, use a different address (for example where an issue of malpractice is involved).

- I.1.9 The target date for the issue of provisional results is four weeks from the end of the tour, allowing for public holidays in the relevant results processing centre. (In certain countries, notably the UK, published target dates for each examination session apply to all tours within that session).
- I.1.10 The Applicant is required to notify the relevant office of errors or make name corrections online by the date indicated in the results email (when the certificates and result forms will be printed and issued). If they do this by that date then the changes will be made to the certificates, result forms and/or assessment reports before printing and no charge will be passed on to the applicant.

I.2 Certificates, results forms, assessment reports and medals

- I.2.1 Certificates, result forms and assessment reports are printed on secure stock. Security features of this stock include micro-numismatics, holograms, and reactive inks. This stock is kept secure at all times.
- I.2.2 Each certificate gives the details of the examination and the candidate's name and ID number. Examination certificates also give the attainment band (pass / merit/distinction). The design of each certificate complies with the requirements of the qualifications regulators, whose logos and accreditation details appear at the bottom of the relevant certificates.
- I.2.3 For examinations, solo performance awards and class awards, each certificate comes with a result form or assessment report. Result forms give the marks for individual components of the examination, while assessment reports give a description of the standard of each section of the class award.
- I.2.4 Each certificate, result form and assessment report features a unique identifying number that is specific to the individual examination for each candidate.
- I.2.5 Certificates, result forms, assessment reports and medals are sent out within six weeks of the end of a tour (allowing for public holidays in the results processing centre). They are sent by mail to the Applicant's address as indicated on the on-line submission or entry form. If issued by RAD Headquarters they are sent via a distributor. A signature will normally be required for delivery.
- I.2.6 All certificates (except for vocational graded examinations, Discovering Repertoire and the Solo Seal) are accompanied by a medal (gold, silver or bronze according to pass level for exams) or a bar (for solo performance awards).
- I.2.7 In most cases the certificates, result forms and medals are sent out in the same package. However, in some instances the medals may be sent separately in order to facilitate delivery.
- I.2.8 Where certificates, result forms, assessment reports and/or medals have not been received by the target date, the Applicant should get in touch with the issuing RAD office as soon as possible.

- 1.2.9 Certificates of participation and progress reports for presentation and demonstration classes are supplied to schools before the classes take place. The certificates should be completed by teachers (completion of the progress reports is optional). Where presentation or demonstration classes take place in an RAD Approved Venue, these documents will be sent to the Examination Attendant.
- 1.2.10 Where certificates, result forms, assessment reports and/or medals are received in an incorrect or damaged state, the applicant is required to advise the issuing RAD office as soon as possible. These will need to be returned to the relevant RAD office before replacements can be issued.
- 1.2.11 Where a teacher or school has students entered on different tours, they should be aware that the certificates, result forms, assessment reports and/or medals for each tour will arrive in separate deliveries.
- 1.2.12 Certificates, result forms, assessment reports and medals are the property of the candidate and the Applicant is required to pass these on to them within a reasonable timeframe regardless of any dispute that may have arisen between a teacher/school and the student/student's family.
- 1.2.13 An audit trail is kept of all certificates, result forms, assessment reports and medals issued, along with records of how, where and when despatched.
- 1.2.14 If the certificates, result forms, assessment reports and medals are delivered to the address given on the entry form and the Applicant has since moved or is otherwise unable to collect the items from that address without having informed the issuing RAD office or their local RAD office, then a charge may be made for redelivery to a new address. It will not be possible to redeliver these until they are returned to either the issuing office or the distributors.

2 Replacement certificates, result forms, assessment reports and medals

2.1 Conditions

- 2.1.1 Replacement certificates, result forms, assessment reports and medals will be replaced where:
 - a) The original has been damaged during the printing process.
 - b) The original contained errors (e.g. incorrect spelling of a candidate's name, examination level or grading, defective medals).
 - c) The original is the wrong stock (e.g. incorrect level for medal).
 - d) The original has been damaged during the delivery process.
 - e) The original has been lost during the delivery process.
 - f) The original has been mislaid by the Applicant, candidate, parent or guardian, after the time of delivery.
- 2.1.2 All requests for replacement certificates, results forms, assessment reports or medals must be made to the issuing RAD office by either the Applicant, the candidate (if over 16 years of age), or the candidate's parent or guardian. Applications must be accompanied by the correct fee and, where required, the original item (see 2.1.3, 2.1.4 and 2.2 below).

- 2.1.3 Where a request for replacement has been made under 2.1.1(a), (b), (c) or (d) above, the original item must be returned to the Academy before a replacement is issued.
- 2.1.4 Where a request for the replacement has been made under 2.1.1(e) or (f) above, the original item must be returned to the Academy if it is subsequently found after the replacement has been issued.
- 2.1.5 Where a request for a replacement has been made under 2.1.1(f), for examinations taken before 2003 a certified extract from the 'Register of Examinations' will be provided where it is possible to confirm the original result. For examinations taken since 2003, a certified replacement will be provided. The fee charged is the same for both.

2.2 Fees

- 2.2.1 No fee will be charged where the request for the replacement item has been made under 2.1.1(b) where the Academy has made an error during registration, or (a), (c), (d) or (e).
- 2.2.2 A fee will be charged where the request for replacement has been made under 2.1.1(f), unless there are exceptional circumstances.
- 2.2.3 Certificates, result forms and assessment reports are printed with the students' names as registered on RADius. If the name is incorrect and this is not due to a data processing error (2.1.1(b)), a fee will be charged for a replacement certificate (even if the name has been spelt correctly on the entry form).
- 2.2.4 Where a request for replacements has been made under 2.1.1(e) and concerns certificates being delivered to the wrong address due to incorrect completion of the examination entry form or a subsequent move that the issuing office has not been informed of, an additional charge may be made for delivery.
- 2.2.5 Fees for replacement certificates and medals are published in the annual Fees Tables available on RAD websites.

2.3 Reporting

- 2.3.1 All requests for replacement certificates, result forms, assessment reports and medals will be recorded and a log maintained by the issuing office.
- 2.3.2 All replacement certificates, result forms and assessment reports will be marked 'REPLACEMENT CERTIFICATE' and '02' will appear as part of the unique number in the bottom left corner in place of the '01' that appears on original certificates (further replacements will be '03', '04', etc.).
- 2.3.3 Where a request for replacements has been made under 2.1.1(e) an information incident risk assessment form should be submitted in accordance with RAD data protection procedures and the Lost Certificates spreadsheet should be updated.
- 2.3.4 In cases where a candidate or applicant makes numerous requests for replacements, the Academy may require additional information before issuing the requested replacements.

- 2.3.5 Where there has been a significant delay with the issue of results or certificates or these have been compromised in some way, it may be necessary to declare non-compliance to the examinations regulators and/or submit an event notification.

3 Malpractice

- 3.1 The regulators will be informed of any issues of malpractice in respect of certification for a regulated qualification. The full policy is detailed in *Malpractice and maladministration policies and procedures*.

4 Monitoring and review

- 4.1 This policy is monitored and reviewed annually by the Examinations Strategy and Operations Committee.
- 4.2 The Director of Examinations, as Chair of the Examinations Strategy and Operations Committee, is responsible for signing off the policy.

Policy Adopted: February 2019

Policy Review Date: December 2019

Circulation: RAD National and Regional Offices, RAD websites



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