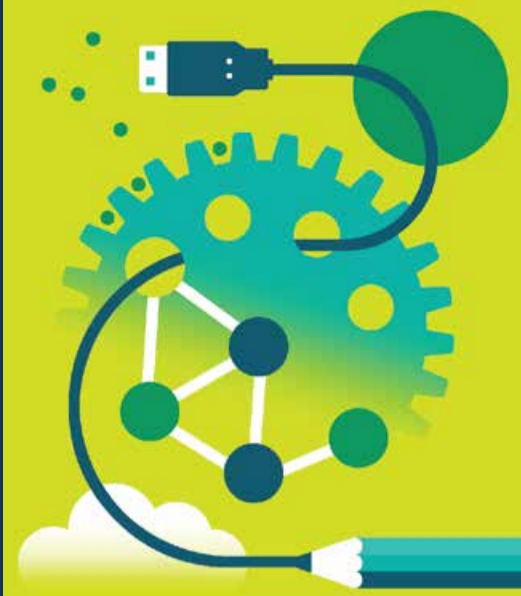


# Reviews of marking and moderation (RoMM) services, which should I choose?

We take the responsibility for issuing accurate students' results very seriously. There are quality assurance checks at every point in the exam cycle, from recruiting examiners through to setting grade boundaries. However, we know that there may be times when you want reassurance about a grade. In these circumstances, you may request a review of marking or moderation service (RoMM).



Illustrated by Lucy Vigrass

If you are from an examination centre and you have questions about your candidates' results there are different post-results **RoMM services** you can use, depending on the situation. This guide explains which service to request in the different situations you might face. Please do not forget that marks can go up, stay the same, or go down as a result of these services and student consent must be given.

The **RoMM services** outlined here are designed to provide reassurance that the results you have are correct.

These can be found on the subject pages of [quals.pearson.com](https://www.pearson.com/quals).



## What is it ?



## When do I use it ?



### Service 2, Review of Marking\*

A check that our examiners have marked externally assessed components correctly. This includes:

- the clerical check
- a review of marking of units/components by a senior examiner.

\* Fees apply.  
For more information please visit our website at [quals.pearson.com/RoMM](https://quals.pearson.com/RoMM)

If you are concerned that a candidate's results looks odd, you should request a review of marking. A senior examiner will review the original marking and change it if errors in the application of the mark scheme are found.



### Appeals\*

If you are dissatisfied with the outcome of a review of marking or moderation (RoMM), special consideration or access arrangement request, you may wish to appeal against the decision. This service checks that all procedures were applied fairly and consistently with regulatory requirements. The following procedures are open to investigation:

- the setting of papers
- marking and moderation
- the grade award
- reviews of marking and moderation
- other administrative arrangements.

\* Fees apply.  
For more information please visit our website at [quals.pearson.com/RoMM](https://quals.pearson.com/RoMM)

If you believe that we have not applied our procedures correctly in relation to Moderation or marking, you should apply for an appeal. Please note that this process does not normally involve the further review of marking or moderation of work, unless the initial appeals investigation suggests that procedures were not followed during the review or marking or moderation.



Further information about all our **RoMM services** can be found at [quals.pearson.com/RoMM](https://quals.pearson.com/RoMM)

Any further queries, please contact [pqs.internationaleo@pearson.com](mailto:pqs.internationaleo@pearson.com)