



# **MRS Qualifications**

## **Policy Handbook**

Updated August 2025

The Market Research Society (MRS) is the UK professional body for research, insight and analytics. We recognise 5,000 individual members and over 500 accredited Company Partners in over 50 countries who are committed to delivering outstanding insight. As the regulator, we promote the highest professional standards throughout the sector via the MRS Code of Conduct.

MRS supports the sector with specialist training and qualifications, professional membership, company accreditation, cutting-edge conferences, glittering awards and advice on best practice.

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## 1. MRS Qualifications – Who are we & what do we do

MRS Qualifications have been designed for people with different levels of knowledge and experience, with all qualifications sharing the same underlying principle of improving excellence in research.

MRS Qualifications are designed by practitioners, for practitioners ensuring that candidate learning is firmly linked to professional practice.

The aim of this document is to provide a short guide to the work of the MRS Awarding Body, how it is structured and what it does.

### What is an Awarding Body?

MRS is an awarding body for vocational qualifications in market and social research.

The MRS Awarding Body is responsible for the development, delivery, quality and monitoring of all aspects of assessment for the MRS suite of qualifications. These qualifications currently include:

- *MRS Advanced Certificate in Market & Social Research Practice*
- *MRS Certificate in Market Research*
- *MRS Certificate in Interviewing Skills*
- *Recruiter Accreditation Scheme (RAS)*

### Accessing MRS Qualifications

MRS Awarding Body accredits a wide range of organisations (known as 'Centres') to deliver its qualifications. All Centres undergo a rigorous accreditation process to become an MRS Accredited Centre. A full list of all MRS Accredited Centres for each qualification can be found in the Qualifications section of the MRS website.

Access to a programme of learning for the MRS Certificate in Market Research is via the MRS Online Programme, Foundation Course in Market Research. For the MRS Certificate in Interviewing Skills MRS works with Centres to establish a training and assessment programme.

### How is the MRS Awarding Body structured?

Within the Awarding Body, there are two key roles:

**Head of Membership Development (Samantha Driscoll)** is responsible for ensuring the effective delivery and appropriate monitoring of all aspects of the assessment process.

**Professional Development Manager (Mel Coghlan)** is responsible for ensuring the accurate registration of candidates, for ensuring that accurate and up-to-date information is sent to candidates and Centres, and for liaising with Centres and venues to ensure the appropriate conduct of examinations.

The Head of Membership Development and Professional Development Manager are accountable to the **Managing Director (Debrah Harding)**.

## The MRS Awarding Body & accountability to the profession

The role of the MRS Awarding Body is to provide qualifications which suit the needs of those involved in the research sector. To ensure that the qualifications which are developed meet – and continue to meet – the needs of individuals and employers.

## How are qualifications assessed?

The MRS Awarding Body is responsible for developing and monitoring all aspects of the assessment of MRS qualifications to ensure that:

- each assessment method used is fit for purpose.
- the method of assessment differentiates between candidates only on the grounds of their ability, and is free from any form of discrimination.
- the standard required to complete the qualification successfully remains consistent over time.
- Centres and candidates understand what is required by each assessment method.
- those involved in assessing candidates' work are appropriately qualified, experienced and briefed to ensure consistency and accuracy of assessment.

## Types of assessment

MRS uses four different forms of assessment within its suite of qualifications:

- *External examinations* are set and marked by MRS.
- *Coursework assignments* are set and marked by the individual Centres. All coursework assignments are then submitted to MRS for moderation.
- *Online Multiple Choice* – automatic assessment.
- *Skills Assessment* – via observation.

The following grid shows how each of the MRS qualifications is assessed:

Qualification	Type of assessment
Recruiter Accreditation Scheme (RAS)	<ul style="list-style-type: none"> <li>On-Line Randomly Selected 40 Multiple Choice questions</li> </ul>
MRS Certificate in Interviewing Skills	<ul style="list-style-type: none"> <li>Skills assessment</li> </ul>
MRS Certificate in Market Research	<ul style="list-style-type: none"> <li>On-Line Randomly Selected 40 Multiple Choice questions</li> </ul>
MRS Advanced Certificate in Market & Social Research Practice	<ul style="list-style-type: none"> <li>Coursework assignment and On-Line examination</li> </ul>

### Ensuring consistency

- All examinations are compiled against clear criteria. Each examination includes questions which represent an appropriate balance of topics across the syllabus for the qualification. All exams are compiled by the Chief Examiners for the qualification and are then reviewed by a panel of expert moderators or are automatically generated via a validated question bank.
- All assignments are supported by a set of specifications and assessment criteria, highlighting the areas which should be covered in the assignment and the knowledge and skills which the candidates need to demonstrate to pass.
- Everyone who is involved in assessing candidates' work is also directly involved in research, either as a research practitioner or as a lecturer/teacher within an academic Centre. All MRS examiners, moderators and assessors must undergo specialist training to ensure that they can assess candidates' work consistently and fairly.

### How are Centres and candidates supported?

The MRS Awarding Body provides a wide range of information and guides to support both Centres and candidates in relation to assessment.

### Supporting Centres

Comprehensive information about the requirements of the qualifications is available. This information takes various forms depending on the level and nature of the qualification. Materials include for example:

- administration handbooks, giving guidance on all aspects of assessment systems.
- training and standardisation meetings for those involved in the internal assessment of assignments.
- Centre updates on any developments to assessment or guidance documents.
- a dedicated password protected area of the MRS Website for accredited Centres, to provide regular updates, learning resources and all relevant administration documents and guides.
- Where applicable publication of an assessment report following each assessment round, to include amongst other things, statistics and candidate performance analysis.
- Where applicable training support materials e.g. online courses training webinars and recommended textbooks.

In addition, Centre representatives are encouraged to contact the MRS Awarding Body directly if they require specific information or assistance.

## Supporting candidates

In addition to providing supporting information for Centres, the MRS Awarding Body provides a range of information for individual candidates:

- Qualifications section of the MRS website provides guidance to potential candidates on the structure and requirements of each qualification, along with links to Centres which offer the qualification
- candidates can also access more detailed information about assessment, including practice exam questions and sample answers, via the website
- following their registration for assessment, all candidates receive confirmation of their registration and information about assessment information about how to enquire about or appeal against final grades is included with each candidate's results confirmation.

## How is the MRS Awarding Body's work monitored?

All aspects of the work of the MRS Awarding Body are monitored to ensure that MRS qualifications continue to meet the needs of candidates and of the sector. To meet all these requirements, several monitoring systems exist, some or all of which are used for MRS Qualifications depending on the type of assessment used:

- All operational aspects of assessment are subject to a series of internal checks within the awarding body. This monitoring is overseen by the Head of Membership Development.
- Consistency of assessment is monitored via statistical analysis of results. Following each assessment round, results are reviewed in relation to those of previous rounds to identify if any anomalies exist. This work is carried out by the Chief Examiners and industry moderators during the Awards Meeting.
- Centres are encouraged to contact MRS on an individual basis with comments and feedback.
- Centre Candidates are encouraged to give feedback on their views of the qualifications to their Centre.
- All aspects of the work of the MRS Awarding Body may be subject to an audit by External Audit Team.

## 2. Customer Service Statement

The Market Research Society (MRS) is committed to providing the highest possible levels of customer service for both candidates and accredited Centres. This statement outlines the services that candidates and accredited Centres can expect from the Qualifications Department at the MRS. It will help us to monitor all our enquiries and to guide the development of our services.

If you wish to comment on this statement, or on any other aspect of the services offered by the MRS Qualifications Department, please contact us.

### Accredited Centres

#### **The MRS Qualifications Department provides:**

- email update notifications to Centres, as and when required
- a framework for the administration of qualifications in Centres which is manageable, cost-effective and responsive to the developing needs of Centres
- administration handbooks complete with MRS information, forms, syllabi and contacts, updated when appropriate
- telephone and email support at MRS for all enquiries regarding MRS qualifications
- other relevant information on qualifications, syllabi as appropriate
- a dedicated area on the MRS website where information can be accessed
- an opportunity for Centres to participate in the development of MRS qualifications as and when appropriate.

### Candidates for MRS qualifications

#### **The MRS Qualifications Department provides:**

- telephone and email support at MRS for all enquiries regarding MRS qualifications
- full and up-to-date information about all MRS fees relating to qualifications on the MRS website

### Communication

The MRS is open from 9.30am-5.30pm Monday to Thursday and 9.30am – 4.00pm on Friday (excluding weekends and public holidays) to answer any queries. An answering service is available, and all calls will be picked up the next working day. Phone: 020 7490 4911.

You can also email the MRS directly on [profdevelopment@mrs.org.uk](mailto:profdevelopment@mrs.org.uk)

## Enquiries

### **We aim to:**

- acknowledge and respond to calls, emails and online enquiries within 3 working days from receipt.
- send an information email to prospective accredited Centres within 3 working days from initial contact.
- acknowledge completed applications from prospective Centres within 4 working days from receipt.

## Centre approval

### **We aim to:**

- contact the prospective Centre to discuss the initial application within 2 weeks from acknowledgement date.
- If applicable, arrange an accreditation visit within 8 weeks from receipt of application.
- send to the Centre feedback within 6 weeks from receipt of application. This feedback confirms the status of the Centre's accreditation and contains recommendations if applicable in relation to the Centre's programme.
- accreditation is for a 3-year period.

## Centre administration & information

### **We aim to:**

- provide administrative frameworks which do not place an unnecessary burden on Centres. This includes
  - providing easy-to-follow instructions for administrative requirements.
  - providing summaries and reminders of key administrative tasks which need to be completed prior to a given deadline.
  - keeping to a minimum the number of forms which Centres are required to deal with.
  - responding positively and effectively to any requests from Centres for the streamlining of information or administrative requirements.
- confirm the registration of candidates within 10 working days from receipt of registration forms.
- provide updates when fees are changed, by adding these to the MRS website in the January prior to the fees becoming effective in the April of that year.
- provide a range of information, including where applicable assessment round reports and associated support material, free of charge to accredited Centres.

## Centre support

- provide support for all Centres in how to carry out the role of MRS Accredited Centre
- provide training and briefing sessions on all aspects of the Centre's role, including the role of internal assessor.
- provide a high level of personal service to all accredited Centres, with staff who understand the context and needs of the individual Centre.
- consult with Centres on the most manageable ways in which to effect necessary changes in the structure or administration of qualifications.
- provide regular opportunities for Centres to provide feedback to MRS Qualifications on the qualifications and systems which support them.

## Examination results & certification

### **We aim to:**

- send out examination results within 12 weeks from the examination date (Adv Cert). Results will be sent to the candidate's Centre of entry.
- Send out examination results and certificates within 7 working days from completion of the online assessment (Cert & RAS) via email direct to the candidate.
- despatch certificates within 2 weeks of the closing date for the Enquiries & Appeals period. Certificates (Adv Cert) will be sent to the candidate's Centre of entry in digital format.

## Enquiries & appeals

### **We aim to:**

- acknowledge all requests for enquiries into results and appeals against results within 3 days from receipt.

The procedure for enquiries & appeals is explained in the Centre's Administration Handbook and on the result slip issued to candidates

### **If you are not satisfied...**

If you have any comments or complaints about any aspects of our service, please contact the MRS Head of Membership Development. Receipt of all comments and complaints will be acknowledged within 5 working days.

All complaints are reviewed by the Managing Director.

### 3. Exam Script Security (Advanced Certificate)

MRS Qualifications takes the security of all examination materials very seriously and has strict procedures in place at all stages of the assessment process to protect the security of materials: prior to assessment, during assessment and after assessment, including methods of transfer of materials via sFTP. Both Centres and members of the examiner team have strict procedures to which they must adhere to ensure security and to minimise the potential loss of any exam materials.

The MRS Advanced Certificate examination is online and remotely invigilated. The host of the examination is TestReach. TestReach are both ISO 27001:2013 and ISO 9001:2015 Certified.

Candidates are supervised by an invigilator over the internet, who is connected to the candidate by camera, audio and remote screen-share. With the invigilator physically present supervising, the exam can therefore be sat at any suitable location.

No special equipment is required for a remotely invigilated exam, a standard desktop or laptop with a webcam, a microphone and good quality internet connectivity (not dial-up) is sufficient.

MRS is the data controller, TestReach is the data processor. The data that TestReach holds is as per that outlined in Annex 1 at the bottom of the Master Subscription Agreement (view [here](#).) The videos of candidates taking exams via remote invigilation, are automatically deleted 6 weeks after the exam date by TestReach (unless they are specifically asked to hold a video for longer, e.g. to assist in the assessment process. Videos will only be viewed by MRS Awarding Body Staff. All exam data is transferred from TestReach to MRS via sFTP and stored on MRS Servers.

If a candidate's script is lost during file transfer, prior to marking, the student may be required to undertake an alternative assessment.

### 4. Reasonable Adjustments

#### What are 'Reasonable Adjustments'?

Reasonable adjustments refer to adjustments made to allow access to assessment for candidates who would otherwise be disadvantaged by temporary or permanent disability. A wide range of adjustments can be made, depending on the individual candidate's specific needs. Reasonable adjustments may include, but are not limited to:

- changing usual assessment arrangements, for example allowing a candidate extra time to complete the assessment activity.
- adapting assessment materials, such as providing materials in larger font.
- providing assistance during assessment, such as a sign language interpreter, scribe or a reader.
- re-organising the assessment room.

Each request for an adjustment to be made to the way in which assessment is delivered should be made to MRS. The individual candidate's needs are then considered based on the evidence provided and in line with guidance given by relevant bodies (e.g. RNIB for candidates with visual impairment).

It should be noted, however, that all candidates are required to complete all necessary components of assessment for each MRS qualification. Any reasonable adjustment made must

not unfairly advantage the candidate for whom it has been arranged and must not threaten the security or integrity of assessment.

Where reasonable adjustments have been applied the work produced by the candidate will be marked to the same standard as the work of other assessed candidates.

### Permanent Disability

If the condition is permanent evidence must be submitted which specifically states that the condition is likely to affect the candidate throughout their life. Candidates only need to submit this evidence with their first application for reasonable adjustment.

If a candidate requires an adjustment for subsequent assessments, providing it is the same as has been approved previously, evidence does not need to be re-submitted.

### Temporary Disabilities

If the condition is temporary evidence must be submitted with each request for an adjustment.

Please note that MRS must grant approval for all reasonable adjustments and reserves the right to refuse requests. If an adjustment is made without written approval from MRS, this could constitute malpractice.

## Reasonable Adjustment Guidance - Examination

### Extra Time

Where assessment activities are time constrained a candidate may be allowed extra time during an assessment if he/she has a condition which affects the speed of processing.

The amount of extra time allowed should accurately reflect the extent to which the completion of the assessment will be affected by the candidate's difficulty. 'Unlimited' extra time will not be allowed. The additional allowance of 25% of the total assessment time is the usual allowance for most needs.

When issuing a *Reasonable Adjustment*, it is imperative that there is consistency that equates equally and fairly to examinations of differing durations. The percentage method is used to ensure this requirement is fulfilled.

If a candidate is registered with a Centre, the Centre should be satisfied that the candidate can cope with the content of the qualification and that the candidate is medically fit to undertake the extended assessment.

### Supervised Rest Breaks

A candidate may, if there is a demonstrated need, be allowed supervised rest breaks during an assessment.

Supervised rest breaks must be taken inside the assessment room. The duration of the breaks will not be deducted from the assessment time. During the supervised rest breaks, the candidate is still under assessment conditions and the usual regulations governing conduct of assessments will apply during this time.

## Separate accommodation within the Centre

If the Centre is providing an exam room for multiple candidates it may be necessary to accommodate the candidate separately if they are using readers, scribes or having additional time to avoid disruption to other candidates.

## Readers

A reader is a person who, when requested, will read to the candidate all or part of the assessment material and the candidate's written responses.

Where there is evidence of need, a reader may be allowed where reading or understanding of the written word is not an assessment requirement or the competence being assessed.

- The Centre, where applicable, should, in consultation with the candidate, decide whether the use of a reader will be an effective arrangement. The Centre/candidate is responsible for making the necessary arrangements for the provision of a reader.
- The reader should not be the candidate's own tutor or assessor, a relative, friend or peer.
- The Centre/candidate should select the reader based on their ability to work effectively with the candidate. The reader should be able to read accurately and at a reasonable rate and should have sufficient knowledge of the subject to read technical terms accurately.
- A candidate should, wherever possible, have had previous practice in working with the reader and should have used this arrangement during the programme of learning leading up to the assessment.
- The Centre should ensure that the candidate and reader are clear about the limitations of the reader's role.
- The Centre/candidate should give the reader clear instructions regarding what they are required to do and what they may and may not do during the assessment. The reader must have familiarised themselves with TestReach Examinations guidance and the MRS Protocol documents. For a candidate requiring a reader and a scribe, the same person may act as both if permission has been given for both arrangements.
- The candidate using a reader should be accommodated separately so as not to disturb other candidates.
- The reader:
  - should read only as requested by the candidate. The candidate may choose to read some parts of the assessment themselves.
  - should read accurately. If the reader is working with a deaf or hearing-impaired candidate, the reader should articulate clearly.
  - should only read the exact wording (instructions and questions), and not give meanings of words, rephrase, or interpret anything.
  - should repeat instructions and questions on the paper only when specifically requested to do so by the candidate.
  - may consult a dictionary, where this is allowed, at the candidate's request and read out entries
  - should read, as often as requested, the answers already recorded, but may not act as proof-reader
  - should not advise the candidate regarding which questions to do, when to move on to the next question, or the order in which the questions should be answered
  - may enable a visually impaired candidate to identify which piece of visual material relates to which question, but should neither give factual help to the candidate nor offer any suggestion

- is permitted to help a visually impaired candidate using diagrams, graphs and tables to obtain the information that would be given to a sighted candidate
- should, if requested, give a visually impaired candidate the spelling of a word which appears in the exam question, but otherwise spellings must not be given.
- should refer any problems during the assessment to the invigilator.
- Where a candidate is not eligible for the use of a reader, it may be helpful for the candidate to read the questions aloud. In these circumstances, where applicable, the candidate must be accommodated in a separate room so that other candidates are not disturbed

### **Scribes (or amanuenses)**

A scribe is a person who, in an assessment, types a candidate's dictated responses.

- The Centre/candidate should decide whether the use of a scribe is an appropriate adjustment and apply to MRS accordingly. For a candidate requiring a scribe and a reader, the same person may act as both, provided permission has been given.
- The use of a scribe should not affect the assessment requirements for the qualification being assessed.
- The Centre should select a scribe based on their ability to work effectively with the candidate. A scribe should be able to produce an accurate record of the candidate's responses, type at a reasonable speed, and have sufficient knowledge of the subject to be able to record technical terms correctly.
- The Centre is responsible for making the necessary arrangements for the provision of a scribe in consultation with MRS.
- A scribe should not be the candidate's own tutor or assessor or relative, friend or peer of the candidate.
- A candidate should, wherever possible, have had previous practice in working with the scribe and used this arrangement during their learning programme.
- The Centre should ensure that the candidate and scribe are clear about the limitations of the scribe's role.
- The Centre/candidate should give the scribe clear instructions regarding what they are required to do/what they are not allowed to do during the assessment. The scribe must have familiarised themselves with TestReach Examinations guidance and the MRS Protocol documents. Where applicable, the candidate must be accommodated in a separate room so that other candidates are not disturbed.
- During the assessment, a scribe:
  - should check with the candidate for which parts of the assessment they wish to have their responses scribed. Candidates may choose to type some responses themselves.
  - should neither give factual help to the candidate nor offer any suggestions.
  - should not advise the candidate regarding which questions to do, when to move on to the next question or the order in which the questions should be answered.
  - should type answers exactly as they are dictated. Where spelling accuracy and punctuation is being tested, the scribe must follow explicit instructions from the candidate. The scribe may not take responsibility for spelling technical words.
  - should not assist the candidate to produce any diagrammatical or graphical material. If assistance with this is needed, approval should be obtained from the awarding body in advance of the assessment.
  - may, at the candidate's request, read back what has been written but no comment must be made about any part of the candidate's response.

- should immediately refer any problems in communication during the examination to the invigilator.

### Reasonable Adjustment Guidance - IA

The need for adjustment for the IA is less acute, because, unlike the exam, the candidate is completing the IA at their own pace and under their own conditions, with access to spell and grammatical checks.

In terms of assessing the IA, the candidate would not be penalised for any spelling or grammatical errors. The IA Grade Descriptors state that, to pass, "language puts little or no strain on the reader."

A reasonable adjustment could be awarded in such a case, to allow for the fact that the assignment may put some strain on the reader. However, the language used must be of a sufficient standard to permit assessment of the assignment in line with the assessment criteria. If the language used is so poor that it is impossible to discern the intended meaning and assess against the specific learning outcomes, then that piece of work may fail.

### Responsibility of an Accredited Centre – Reasonable Adjustments

All MRS Accredited Centres have a duty to implement the Reasonable Adjustment and Special Consideration Policy for all MRS candidates who study with the Centre. This responsibility includes assessment of needs, recommendation of reasonable adjustment, communication with MRS and provision of the resources to facilitate the adjustment.

### Requesting a Reasonable Adjustment

MRS makes every effort to ensure that all candidates have equality of access to assessment. As soon as a request is received it can be acted upon. Requests must be submitted to MRS at least **four weeks** before registration cut-off date for the assessment round the candidate wishes to participate in. Requests made after this time may result in the adjustments not being able to be made in time for the assessment.

### Candidates registered with an MRS accredited Centre

The Centre Co-ordinator at the accredited Centre is responsible for assisting with the request for reasonable adjustments.

Candidates should inform their MRS Centre Co-ordinator at the same time as enrolling for an examination or assessment. The Centre should assess the request and complete a *Centre Reasonable Adjustment Request form (Appendix 1)*; this must be submitted to at least MRS **four weeks** before registration cut-off date for the assessment round the candidate wishes to participate in. Supporting evidence as detailed on the form must be included as part of the request. The Centre should retain a copy of the candidate's request for its own review and audit purposes.

On receipt of the *Centre Reasonable Adjustment Request form* from the accredited Centre, MRS will confirm in writing to the Centre if the proposed adjustment has been approved.

### Candidates not registered at an MRS accredited Centre

Direct Candidates should apply for reasonable adjustments by completing a *Direct Candidate Reasonable Adjustment Request* form (Appendix 2) and submitting this directly to MRS. Completed requests must be submitted to MRS at **least four weeks** before the registration cut-off date for the assessment round the candidate wishes to participate in. Supporting evidence as detailed on the form must be included as part of the request.

On receipt of the *Candidate Reasonable Adjustment Request* form (Appendix 2), MRS will confirm in writing to the candidate if the proposed adjustment has been approved.

### Candidate withdrawal

If a candidate withdraws from assessment for serious medical reasons, the Centre should notify MRS Qualifications immediately and provide a medical certificate. Refunds of fees can only be given for serious medical reasons (accompanied by a valid medical certificate) or in cases of close family bereavement. These are the only circumstances in which fees are refundable.

Centres must complete and submit a *Withdrawal/Deferral Form* to the Professional Development Manager as soon as possible following a candidate's decision.

## 5. Special Consideration

### What is a 'Special Consideration'?

A Special Consideration is action taken immediately before or after an assessment to allow candidates who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances just prior to or at the time of an assessment.

Centres must only submit applications for special consideration where an adverse issue or event has, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment. For example, a candidate who has temporarily experienced illness, injury or some other event outside of their control at the time of the assessment.

Special consideration can only go some way to assist a candidate affected by a potentially wide range of difficulties, emotional or physical, which may influence performance in their assessments. It cannot remove the difficulty faced by the candidate. This means that there will be some situations where candidates should not be entered for a qualification. This is because only minor adjustments can be made to the mark awarded. To make larger adjustments would jeopardize the standard of the qualification.

All assessments measure what a candidate knows and can do. Special consideration can only be awarded where a candidate has been fully prepared for assessments and covered the entire course but their ability to demonstrate their subject knowledge and understanding is materially affected by adverse circumstances beyond their control at the time of the assessment(s).

Special consideration should not give the candidate an unfair advantage, neither should its use mislead regarding a candidate's achievements. The candidate's result must reflect achievement in the assessment and not necessarily potential ability.

Special consideration, if successful, may result in a small post-assessment adjustment to the mark of the candidate. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the candidate.

The overall grade(s) awarded must reflect the candidate's level of attainment demonstrated in the assessment(s). Qualifications would not accurately reflect candidates' attainment if special consideration was given to reflect lost teaching and learning.

### Criteria where candidates are eligible include:

Candidates will be eligible for special consideration if they have been fully prepared and have covered the whole course but performance in the examination or the production of coursework, is materially affected by adverse circumstances beyond their control. These include:

- Temporary illness, serious disturbance or accident/injury at the time of the assessment.
- Bereavement at the time of the assessment (where whole groups are affected, normally only those most closely involved will be eligible).
- Domestic crisis arising at the time of the assessment.
- Failure by the Centre to implement previously approved access arrangements for that specific assessment.

### Candidates will not be eligible for special consideration if preparation for, or performance in the assessment is affected by:

- Long term illness or other difficulties, unless the illness or circumstances exacerbate what would otherwise be a minor issue at the time of the assessment (i.e. difficulties over and above those that previously approved access arrangements would have alleviated).
- Disruption due to Internet fluctuations can unfortunately be part of the online exam experience and can occur to multiple candidates depending on the strength of internet connection where they are. The Online Exam Platform will automatically detect the disconnection, pause the exam clock, and securely save all submitted answers.
- Bereavement occurring more than six months before the assessment, unless an anniversary has been reached at the time of the assessment or there are ongoing implications such as an inquest or court case.
- Domestic inconvenience, such as moving house, lack of facilities, taking holidays at the time of the assessment.
- The failure of the Centre to prepare candidates properly for the examination for whatever reason.
- Quality of teaching, staff shortages, planned building work or lack of facilities.
- Misreading communications relating to the exam and failing to attend at the right time and in the right place.
- Misreading the instructions of the question paper and answering the wrong/incorrect number of questions.
- Making personal arrangements such as a wedding or holiday arrangements which conflict with the examination.
- A disability or learning difficulties (diagnosed or undiagnosed) unless the disability or circumstances exacerbate what would otherwise be a minor issue at the time of the assessment, i.e. Difficulties over and above those that previously approved access arrangements would have alleviated.
- Failure by the Centre to process access arrangements or inform MRS by the published deadline.

## Applying for a Special Consideration

A Centre should apply for Special Consideration using the *Special Consideration Request* form. A separate form should normally be completed for each candidate. However, in cases where a group of candidates has been disadvantaged by a particular event (e.g. fire alarm) a single form should be submitted. A list of candidates affected should be attached to the form.

The candidate needs to submit evidence in support of special consideration. This may include medical evidence or a statement from the invigilator or any other appropriate information.

The application should be signed and dated by a member of the Centre staff who has formally been given delegated authority by the Centre Co-Ordinator. The signatory must declare that the information given is accurate.

The application for Special Consideration should be submitted as soon as possible after the assessment and not later than 7 working days after the examination.

## What consideration can be given?

If the application for Special Consideration is successful, the candidate's performance will be reviewed in the light of available evidence. It should be noted that a successful application of special consideration will not necessarily change a candidate's result.

If MRS is informed of a candidate's request in advance of the assessment, appropriate guidance can be given. This could include:

- a recommendation to delay until the next assessment round. Any such transfer would be made at no cost to the candidate or Centre.
- guidance on a Reasonable Adjustment which could be made prior to the examination (see Section 3).

In all cases, the decision of whether to proceed is that of the candidate. MRS will provide guidance only.

If MRS is informed of a request for Special Consideration in cases where the candidate has participated in assessment, or where a candidate has decided to proceed after having sought advice from MRS (above), the following consideration may be given:

- candidates who have been unable to sit for one of two required components of assessment may have their result for that component released as a partial result, with the second result deferred.
- candidates who have taken assessment but have been unable to complete it may have their work reviewed, subject to the assessment requirements outlined below.

## **Assessing the work of candidates for whom Special Consideration has been given**

When a request is accepted for Special Consideration, the candidate's work will be incorporated into standard assessment processes. The assessment team involved in the initial assessment will not be informed of the request which has been made. This is to ensure that all work is assessed to the same standard and in line with the same criteria. It is designed to ensure that any Special Consideration does not unfairly advantage or disadvantage the candidate for whom the consideration was given.

All requests for special consideration are reviewed at the Awards Meeting which follows the assessment period. To make an aegrotat, the Chief Examiner and Moderators must see evidence that the difficulties experienced by the candidate had a noticeable effect on the standard of their work. Candidates may be considered for an aegrotat if their assessment falls into a borderline fail grade, and evidence for ability in the areas in which problems have been found can be found in the candidates' other piece of assessment. These are the only circumstances in which MRS uses one piece of assessment to support amendments to another piece of assessment.

In cases where evidence does not support an aegrotat but where the request for Special Consideration does provide convincing evidence that the candidate has been adversely affected during the assessment, the Chief Examiner and Moderators may recommend that the candidate be allowed to retake the component of assessment at no extra charge.

## 6. Enquiries Procedure

### Marking & assessment procedures

The procedures for marking components of assessment include:

- a programme of training and standardisation for all examiners.
- the double marking and moderation of a substantial number of examination scripts and Integrated Assignments.
- double marking of all examination scripts which have Failed on initial assessment.
- moderation of all examination scripts where double marking has resulted in a change in grade.
- moderation of all Integrated Assignments which have Failed on initial assessment.
- individual consideration at the Awards Meeting of the results of all candidates where:
  - the examiner or assessor has indicated that the script or assignment straddles a grade borderline.
  - double marking has resulted in a change to the original grade awarded by the first examiner.
  - the moderator has indicated that the work requires further scrutiny.

### Enquiries about results

MRS Qualifications will not normally enter into correspondence with individual candidates who are registered via a Centre. It is the responsibility of the Centre to issue results and to follow up any enquiries about results from candidates. However, should a candidate feel that an issue has been resolved unsatisfactorily; the Centre should advise the candidate to write to MRS Qualifications.

### Enquiry procedure

The enquiry procedure exists to provide candidates and Centres with more detailed information about candidate performance than is provided by the result. Candidates wishing to query their result should also follow the enquiry procedure detailed below.

All enquiries to MRS Qualifications concerning results should be made via the Centre where applicable.

A two-stage enquiry process exists:

- Candidates or Centres wishing to receive a breakdown on results in each section of the examination can request a **Results Breakdown**. This will give the individual candidate's grade in each examination question.
- Candidates who are awarded *Fail* or *Referred* in either the Examination or the Integrated Assignment can request a **Results Report** on the component in which they were unsuccessful. This will give the grade awarded for each section, a summary of the assessment decisions made by the examiner(s) in relation to the component, and any additional assessment made by the external moderator.

Centres wishing to request *either* type of report must complete and submit a *Results Enquiry* form (Appendix 4) to the Professional Development Manager within 40 days of the release date of the results.

An administrative fee is payable for both types of report. Documentation is available to all Centres and candidates from the MRS Website or on request from MRS Qualifications.

**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 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. An exemplar report is available to view on the MRS Website.

## 7. Appeals Procedure

### Appeals against results – What constitutes an appeal?

The Appeals process exists to enable Centres and direct registration candidates to 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 coursework 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 undertaken. 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 should follow the procedures detailed in policy and procedures for *Special Consideration*. These procedures are detailed for candidates in registration confirmation documentation and in the Information for Candidates guidance provided on the day of the examination.

### Submitting an appeal

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 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.

### Contacting MRS Qualifications

In the first instance, candidates should raise and discuss their concerns with the Centre, and every effort should be made to resolve those concerns at this point. This may be by way of the enquiry system.

If the issues have not been resolved to the candidate's satisfaction, they should request that a written appeal be submitted. The written submission should include the candidate's full name, Centre and candidate number, along with details of the basis for appeal. The submission, along with the Appeals fee, should be forwarded to the Head of Membership Development at MRS Qualifications.

The Head of Membership Development will respond to the candidate, normally via the Centre, to inform them that the matter is under investigation.

## Appeals procedure: Stage 1

In the first instance, the written evidence relating to the appeal will be considered by the Head of Membership Development. The aim of this stage is to decide if the evidence provides an appropriate basis for an appeal and if any further work should be actioned (e.g. remarking of the candidate's work, gathering of additional evidence).

At the end of this stage, a written response to the appeal will be forwarded by MRS Qualifications to the candidate, normally via the Centre. This response will detail the outcome of Stage 1 and include information on any further work which has been actioned.

MRS Qualifications aims to complete this stage of the appeals procedure within six weeks of receipt of the written submission. It should be noted, however, that some appeals may take longer to investigate. In such cases, MRS Qualifications undertakes to keep Centres and candidates informed of the progress of the appeals procedure.

## Appeals procedure: Stage 2

A candidate who is dissatisfied with the outcome of Stage 1 may request that their appeal be sent to the MRS Qualifications Appeals Committee for consideration. The Appeals Committee includes the MRS Managing Director and at least one member who is not and has not been at any time during the past seven years an MRS employee or examiner.

The Appeals Committee will review all material relevant to the case, including:

- the appellant's assessed work
- all correspondence relating to the appeal
- guidance given to markers (where appropriate)
- any reports devised at earlier stages in the process

The role of the Appeals Committee is to review all the evidence to decide if there are grounds for the appeal to be upheld.

All requests for appeals to be heard by Appeals Committee should be made in writing to the Head of Membership Development within 10 working days of receipt of the letter detailing the outcome of Stage 1. Written confirmation of receipt of the request will normally be sent to the candidate, normally via the Centre, within 3 working days.

MRS Qualifications aims to advise Centres and candidates in writing of the outcome of the result of the Appeals Committee's decision appeal within twelve weeks of receipt of the written submission. It should be noted, however, that some appeals may take longer to investigate. In such cases, MRS Qualifications undertakes to keep Centres and candidates informed of the progress of the appeals procedure.

## Independent review of appeals

A candidate who remains dissatisfied following the outcome of Stage 2 may submit an appeal for independent review. A formal application for an independent review must be made within 10 working days of the receipt of the letter detailing the outcome of the Appeals Committee's decision. MRS Qualifications will forward any such appeals to an independent reviewer who will consider appeals against the Appeals Committee's decision.

Candidates whose appeals are sent for independent review will receive written notification of the outcome within twelve weeks of receipt of the written submission.

### Appeals procedure: Outcomes

Depending on the nature and outcome of the investigation into an appeal, a decision will be made about the result issued to the candidate:

- The original result may be confirmed.
- The original result may be overturned and replaced with a higher or lower grade. This may result in the awarding of the qualification where, originally, no award had been made.

In all cases where the original grade is changed, an amended Results Statement will be issued, and Certificate (where awarded) will be issued.

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 Results Enquiry fee and Appeals fee.

The result of any complaint or appeal addressed under these procedures is regarded as final by MRS Qualifications.

## Appeals Procedure Administration Timetable

At this time...	The MRS will...	The Centre should...
<b>STAGE 1</b>		
<ul style="list-style-type: none"> <li>within <b>40 days</b> of the release of results</li> </ul>		<ul style="list-style-type: none"> <li>submit an <b>Appeal</b> in writing (email) for any candidates wishing to appeal against decisions which affect their grade</li> </ul>
<ul style="list-style-type: none"> <li>within <b>3 working days</b> of receipt of appeal</li> </ul>	<ul style="list-style-type: none"> <li>send an email confirming receipt of appeal</li> </ul>	
<ul style="list-style-type: none"> <li>within <b>6 weeks*</b> of receipt appeal</li> </ul>	<ul style="list-style-type: none"> <li>send an email response to the Centre detailing the outcome of Stage 1 of appeal.</li> </ul>	
<b>STAGE 2</b>		
<ul style="list-style-type: none"> <li>within <b>10 working days</b> of receipt of email detailing the outcome of Stage 1</li> </ul>		<ul style="list-style-type: none"> <li>submit a <b>request</b> for their candidates appeal to be sent to the MRS Qualifications Appeal Committee</li> </ul>
<ul style="list-style-type: none"> <li>within <b>3 working days</b> of receipt of request for appeal to be sent to Qualifications Appeal Committee</li> </ul>	<ul style="list-style-type: none"> <li>despatch an email confirming receipt of request</li> </ul>	
<ul style="list-style-type: none"> <li>within <b>12 weeks*</b> of receipt of request for appeal to be sent to Qualifications Appeal Committee</li> </ul>	<ul style="list-style-type: none"> <li>despatch an email advising the Centre of the Appeals Committee's decision - Stage 2</li> </ul>	
<b>INDEPENDENT REVIEW</b>		
<ul style="list-style-type: none"> <li>within <b>10 working days</b> of the receipt of the email advising the Centre of the outcome of the result of the Appeals Committee's decision – Stage 2</li> </ul>		<ul style="list-style-type: none"> <li>submit a <b>request</b> for their candidates appeal to be sent for an independent review</li> </ul>
<ul style="list-style-type: none"> <li>within <b>12 weeks</b> of receipt of request for appeal to be sent for an independent review</li> </ul>	<ul style="list-style-type: none"> <li>despatch of an email advising the Centre of the outcome of the independent review</li> </ul>	

\*It should be noted, however, that some appeals may take longer to investigate.

## 8. Malpractice

Malpractice is any irregular conduct, on the part of a candidate or Centre staff, which gives unfair advantage to a candidate or group of candidates, or disadvantages other candidates. The Assessment Information, distributed to all candidates with their confirmation of registration, outlines the consequences of such conduct.

Examples of irregular conduct which constitutes malpractice includes:

- plagiarism of another's work
- copying or collusion, or attempted copying or collusion, during an examination or of other assessed work
- obtaining unauthorised access to examination material
- using or trying to use unauthorised material or other aids in an examination (e.g. unauthorised electronic media such as mobile phones and smart watches; notes, books and study guides)
- behaviour which disrupts, or has the potential to disrupt, the smooth running of the examination (e.g. not following the invigilator's instructions)
- impersonating a candidate (i.e. claiming to be someone other than yourself)
- altering or forging any results documents or certificates

### AI Misuse

Candidates are expected to demonstrate their own knowledge, skills and understanding as required for MRS Qualifications and set out in the qualification specifications.

While AI is becoming an established tool at the workplace, for the purposes of demonstrating knowledge, understanding and skills, it's important for candidates' progression that they do not rely on tools such as AI.

Candidates should develop the knowledge, skills and understanding of the subjects they are studying. They must be able to demonstrate that any submission is the product of their own independent work and independent thinking.

As has always been the case candidates must submit work which is candidate's own work. This means both ensuring that any final submissions are in candidates' own words and is not copied or paraphrased from another source such as an AI tool, and that the content reflects their own independent work.

AI misuse is where a candidate has used one or more AI tools and has submitted work for assessment when it is not their own. Examples of AI misuse include, but are not limited to, the following:

- Copying or paraphrasing sections of AI-generated content so that the work submitted for assessment is no longer the candidate's own
- Copying or paraphrasing whole responses of AI-generated content
- Using AI to complete parts of the assessment so that the work does not reflect the candidate's own work, analysis, evaluation or recommendations
- Failing to acknowledge use of AI tools when they have been used as a source of information/reference

- Submitting work with intentionally incomplete or misleading references or bibliographies.

AI misuse constitutes malpractice.

### Potential Indicators of AI Misuse

If the following are seen in candidate work, it may be an indication the candidate has misused AI:

- a) A default use of American spelling, currency, terms and other localisations.
- b) A default use of language or vocabulary which may not accord with the qualification level (though be aware AI tools may be instructed to employ different languages, registers and levels of proficiency when generating content).
- c) Inclusion of references which cannot be found or verified (some AI tools have provided false references to books or articles by real authors).
- d) Instances of incorrect and/or inconsistent use of first-person and third-person perspective where generated text is left unaltered.
- e) A difference in the language style used when compared to that usually used by a candidate in other previously submitted work.
- f) A variation in the style of language evidenced in a piece of work, if a candidate has taken significant portions of text from AI and then amended it.
- g) A lack of graphs/data tables/visual aids where these would normally be expected.
- h) Content being more generic in nature rather than relating to a specialised task or scenario, if this is required or expected.
- i) The inadvertent inclusion by candidates of warnings or provisos produced by AI to highlight the limits of its ability, or the hypothetical nature of its output.
- j) The inclusion of strongly stated non-sequiturs or confidently incorrect statements within otherwise cohesive content.
- k) Overly verbose or hyperbolic language that may not be in keeping with the candidate's usual style.

## AI - The Responsibilities of Centres

If a candidate has not signed the declaration of authentication on their IA Coversheet, Centres do not have to report the incident to MRS. When the declaration of authentication has not been completed by a candidate the IA is not eligible to be sent to MRS for moderation and should be withdrawn from the assessment round.

Steps on how Centres will resolve such incidents must be detailed in the Centre's malpractice/plagiarism policy.

These steps are:

- ensuring candidates are aware of what malpractice is;
- how to avoid malpractice; and
- how to properly reference sources and acknowledge AI tools, etc.

Centres must not accept work which is not the candidates' own. If AI misuse is detected or suspected by the Centre and the declaration of authentication on the IA Coversheet has been signed by the candidate, the case must be reported to the MRS.

The procedure is detailed in the MRS Admin Handbook – Malpractice section.

## AI - Centre Information

Centres should already have agreed policies and procedures relating to assessment of the IA in place to ensure the authenticity of assessments.

Centres must now ensure that these can also address the risks associated with AI misuse.

Tutors, assessors and other staff must discuss the use of AI in the Advanced Certificate IA and agree their approach to managing candidates' use of AI in their Centre.

Centres must make candidates aware of the appropriate and inappropriate use of AI, the risks of using AI, and the possible consequences of using AI inappropriately in the IA.

They should also make candidates aware of the Centre's approach to plagiarism and the consequences of malpractice.

Please refer to *Checklist* overleaf.

## AI Checklist

### Centre Responsibilities

1. Ensure candidates understand the appropriate use of AI tools in their Integrated Assignment (IA).
2. Provide clear guidance on what constitutes AI misuse.
3. Monitor for potential indicators of AI misuse.
4. Follow procedures for suspected AI misuse.

### Procedures for Detecting AI Misuse

1. Review IA for signs of AI generated content.
2. Look for inconsistencies in writing style or quality.
3. Check for unusual formatting or references.
4. Use plagiarism detection tools to identify AI-generated text.

### Handling Suspected AI Misuse

1. Document any indicators of AI misuse.
2. Communicate concerns with the candidate.
3. Follow the Centre's procedures for plagiarism/malpractice.
4. Consult the *MRS Admin Handbook/Quals Policy Document*.
5. If applicable, report suspected misuse to MRS.

### Communication with Candidates

1. Provide clear instructions on the acceptable use of AI tools.
2. Encourage candidates to develop their own understanding and skills.
3. Offer support and resources for independent work.
4. Explain the consequences of AI misuse.

## Identifying Malpractice

Cases of malpractice can be identified in several different ways. They may be:

- reported by TestReach, the Centre (e.g. via a report from an invigilator or the Examinations Administrator or on a Special Considerations form, where the behaviour of an individual has had a disruptive effect on other candidates).
- reported by an examiner or assessor, who may identify shared answers in an examination or identical wording in a coursework assignment
- identified by a moderator, who may identify identical work in coursework assignments

In cases where malpractice is identified or suspected by a Centre, the Centre is required to submit a written report detailing the suspected irregular conduct and identifying any candidates who have been complicit in this conduct. Failure on the part of a Centre to co-operate with MRS Qualifications in an investigation of malpractice may result in certificates not being issued and/or future registrations not being accepted from the Centre.

## Dealing with Malpractice

All cases of suspected malpractice are investigated thoroughly by MRS Qualifications.

### Stage 1

Where a case of suspected malpractice has been identified by an invigilator or other Centre representative, or by an assessor or examiner, the evidence is reviewed in the first instance by the Chief Examiner(s) and nominated moderator(s) who form the Awards Committee for the given assessment round. Where the suspected malpractice is identified by the moderator who is a member of the Awards Committee, a second moderator is invited to consider the evidence.

The Chief Examiner(s) and moderator(s) review all available evidence related to the case. This may include reports, examination seating plans, exam scripts and assignments. If they decide that there is no case to answer, they recommend that the candidate's results are released.

If it is decided that the matter needs to be investigated further, the candidate's results are withheld until a full investigation can take place.

### Stage 2

If further investigation is required, the Head of Membership Development contacts the Centre to inform them of the Committee's decision, and the Centre is responsible for passing the information to the candidate. The Centre is then required to provide MRS Qualifications with any further information which it has relating to the case, and/or a written statement from the candidate.

The Chief Examiner(s) and moderator(s) review all the information related to the case, including the candidate's statement and any additional information provided by the Centre. This review has two possible outcomes:

- The Chief Examiner(s) and moderator(s) may recommend that the candidate's original result is released unchanged.
- They may recommend that the result be withheld permanently. In this case, the candidate will not receive the result for the component of assessment to which the malpractice related. However, the candidate may re-enter for this component at a future date. However, in cases where a candidate or candidates have been found to have plagiarised coursework

assignments, these assignments may not be submitted in future assessment rounds. In these cases, candidates are required to submit a new assignment.

### Completing investigations into malpractice

The malpractice procedure outlined in this section is designed to ensure that decisions relating to assessment results are fair, consistent, and based on full consideration of all of the available information. MRS Qualifications aims to complete the investigation of cases of suspected malpractice within 8 weeks.

If candidates wish to appeal against a malpractice decision which has involved them, they may do so using the published **Appeals** procedure.

## 9. Equal Opportunities Policy

MRS is committed to ensuring equality of opportunity for all candidates wishing to take MRS qualifications, regardless of gender, age, race, disability, religion, or sexual orientation. To this end, MRS will:

- develop and deliver qualifications, the structure, and syllabuses of which focus only on the knowledge, skills and understanding required by market and social research and which are free from any form of discrimination
- ensure that entry requirements for qualifications allow for diversity of prior learning experience and are based solely on professionally relevant criteria
- deliver assessments which differentiate on ability only, and are free from any form of discrimination
- make provision for access to assessment for candidates who would otherwise be disadvantaged by a temporary or permanent disability

All MRS Accredited Centres are required to have a clear commitment to equal opportunities.

## 10. MRS Credit Policy

### Advanced Certificate Qualification

#### UK-based Members and Company Partners

- 30-day credit terms available
- All invoices must be settled in full in advance of the exam date\*

#### UK-based Non-Members

- 30-day credit terms available where a satisfactory credit history exists
- 30-day credit terms available to major UK corporations/organisations
- Cash with order in all other cases
- All invoices must be settled in full in advance of the exam date\*

#### Overseas Members, Non-members and Company Partners

- Payment required with order – bank transfer or card payment

#### \*Please note:

- All invoices must be settled two working days prior to the examination/assessment date to ensure entry.
- MRS reserves the right to refuse an applicant's entry at any examination/assessment where payment has not been received in advance.
- All bookings from outside the UK must be accompanied by a bank transfer or credit card payment.

### Foundation Course & Certificate in Market Research Qualification

#### Members and Company Partners

- 30-day credit terms available
- All invoices must be settled in full in advance of access to the online course or exam

#### Non-Members

- 30-day credit terms available where a satisfactory credit history exists
- 30-day credit terms available to major UK corporations/organisations
- All invoices must be settled in full in advance of access to the online course or exam

#### Please note:

- On receipt of payment (within 24hrs) a confirmation email including access key and instructions will be emailed to the registrant.
- The registrant has 14 days from when the access key is issued to log in to the course for the first time.
- If the registrant fails to log on within 14 days, they will need to re-register/re-pay.
- After the first log in, the registrant has 120 days in which to complete the course. Extensions will not be issued.
- Refunds are not issued once the personal access key has been issued.

## Appendix 1



### Centre Reasonable Adjustment Request

Please complete a separate form for each individual candidate and send a completed copy to MRS at **least four weeks** before the registration cut-off date for the assessment round the candidate wishes to participate in. Supporting evidence must be attached to the form.

Centre Number:  Centre Name:

Candidate Number:  Candidate Name:

Qualification:

Assessment Round:

Preferred Exam Venue Location:   
(if Applicable)

Reason for Application

Reasonable Adjustment Required (please be specific)

PTO

Evidence in support of the application

This may include:

- The Centre's assessments of candidate's needs
- History of provision within the Centre
- Medical certificate
- Psychological or other medical professional assessment report on headed paper and signed

Please provide details of supporting evidence:

**Declaration:**

I confirm that:

- the information provided is accurate
- the Centre will be able to provide the arrangements requested
- the reasonable adjustments will be implemented in accordance with the guidance given by MRS

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return this form to:

Head of Membership Development  
The Market Research Society  
The Old Trading House  
15 Northburgh Street  
London  
EC1V 0JR

## Appendix 2



### Direct Candidate Reasonable Adjustment Request

Please complete and send to MRS at **least four weeks** before the registration cut-off date for the assessment round you wish to participate in. Supporting evidence must be attached to the form.

Candidate Number:  Candidate Name:

Qualification:

Assessment Round:

#### Reason for Application

#### Reasonable Adjustment Required (please be specific)

#### Evidence in support of the application

This may include:

- Medical certificate

- Psychological or other medical professional assessment report on headed paper and signed

Please provide details of supporting evidence:

**Declaration:**

I confirm that:

- the information provided is accurate
- the reasonable adjustments will be implemented in accordance with the guidance given by MRS

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return this form to:

Head of Membership Development  
The Market Research Society  
The Old Trading House  
15 Northburgh Street  
London  
EC1V 0JR

## Appendix 3



### Special Consideration Request

This form should be completed to report any circumstance that has had an unavoidable, adverse effect on the individual's ability to complete an examination.

All requests for special consideration must be made as soon as the issue to be considered comes to light, and not later than 7 days following the examination.

Qualification:

Assessment Round:

Does the circumstance affect an individual candidate: Yes\*  No

\*If yes, please enter the candidate name and number:

Candidate Number:  Candidate Name:

Does the circumstance affect all candidates in the examination room: Yes  No  N/A

**Details of Circumstance:** (Please provide precise times, a description of the event and details of any action taken)

### Evidence in support of the application

This may include:

- Medical or psychological evidence

- Statement from the invigilator

Please provide details of supporting evidence:

I confirm that this is an accurate account of the circumstance.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return this form to:

Head of Membership Development  
The Market Research Society  
The Old Trading House  
15 Northburgh Street  
London  
EC1V 0JR

## Appendix 4



### Results Enquiry Form

Candidate Number:  Candidate Name:

Qualification:

Assessment Round:

Breakdown of Examination Mark  Yes  No

Examiners Report (IA)  Yes  No

Examiners Report (Exam)  Yes  No

---

#### Administration Instructions

1. Please complete all required details.
2. MRS must receive this form within 40 days of the release date of the results.
3. An administrative fee is payable for each type of report.
4. Prior to returning this form to MRS please take a copy for your own records.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return this form to:

Professional Development Manager  
The Market Research Society  
The Old Trading House  
15 Northburgh Street  
London  
EC1V 0JR



The Market Research Society  
The Old Trading House  
15 Northburgh Street  
London EC1V 0JR

Telephone: +44 (0)20 7566 1805  
Fax: +44 (0)20 7490 0608  
Email: [profdevelopment@mrs.org.uk](mailto:profdevelopment@mrs.org.uk)  
Website: [www.mrs.org.uk](http://www.mrs.org.uk)

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