

# British Safety Council

## Result Enquiries and Appeals Policy



### Introduction

The British Safety Council endorses the right of learners to enquire about their results and to appeal against the outcome of that enquiry. The appeals process is also available to learners who may wish to appeal against other decisions made by the British Safety Council (e.g. appealing against a malpractice decision or a decision in respect of reasonable adjustments or special consideration).

Procedures are in place to ensure that result enquiries and appeals are dealt with thoroughly and fairly.

### Result enquiries

A result enquiry is the first step for learners that wish to enquire about or challenge a result. A result enquiry or an appeal can result in a grade being confirmed, raised or lowered. Where a grade is changed, the new grade will replace the original grade, whether it is higher or lower.

Important - all result enquiries must be received by the British Safety Council within 14 days of the result issue date.

There are four result enquiry services. Only one request for each service is permitted for each attempt at an assessment component or unit.

Result enquiry fees are published on the Result Enquiry Application Form and payment must be included with the application.



### **Service 1 - Clerical check**

A clerical check involves checking:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks;
- the application of grade boundaries;
- the application, where applicable, of any special consideration.

Learners requesting Service 1 should indicate if special consideration was requested.

Any certificate which has been issued relating to that component/unit must also be included with the application. The British Safety Council will acknowledge the request within three working days. The outcome of the clerical check will be reported to the learner within five working days. If it is found that an error has been made on the part of the British Safety Council, the fee will be refunded.

### **Service 2 - Access to marks**

This service provides learners with the opportunity to receive a breakdown of their marks, i.e. the marks scored on each question and part-question. Service 2 includes Service 1.

The marks will be sent to the learner within five working days.

### **Service 3 - Re-mark**

This service involves a re-mark of the component or unit by a senior examiner.

Any certificate which has been issued relating to that component/unit must also be included with the application. The British Safety Council will acknowledge the request within three working days. The outcome of the re-mark will be reported to the learner in writing within 28 days. If the re-mark results in a higher grade, the fee will be refunded. Service 3 incorporates Services 1 and 2.

### **Service 4 - Report on performance**

This service involves the candidate's assessment being reviewed by a senior examiner and a brief report (typically one side of A4) being prepared in relation to the candidate's performance for each question or topic area. Service 4 incorporates Services 1 and 2.

The written report will be sent to the learner within 28 days.



## Appeals

The appeals process is available to learners who remain dissatisfied after the outcome of a result enquiry. It is also available to learners who wish to appeal against other decisions made by the British Safety Council (e.g. appealing against a malpractice decision or a decision in respect of reasonable adjustments or special consideration).

Appeals relating to assessment decisions must be submitted within 14 days of notification of the outcome of a result enquiry. The appellant must also make the basis for their application clear (i.e. why they believe the original appeal outcome is unfair, or where they believe procedures have not been followed correctly).

The appeals process investigates whether procedures have been followed properly and fairly and applied consistently; it is not concerned with making judgments about a learner's work. An appeal does not involve a re-mark, but re-marking can be ordered by the Appeals Committee if it finds that procedures have not been followed properly. In the case of appeals against assessment decisions, the grounds for appeal must relate to whether the British Safety Council used procedures that were consistent with regulatory criteria and applied the procedures properly, fairly and consistently in arriving at judgements.

To request an appeal the learner must write to the Head of Qualifications at the British Safety Council. The request should include a clear statement of the grounds on which the appeal is based together with any supporting evidence. A fee of £135 is charged and a cheque for this amount (made payable to British Safety Council) must be included with the request. The fee will be refunded if the appeal is successful.

The case will be presented to the Appeals Committee, which is chaired by an independent assessment expert from another Awarding Organisation. Appeal decisions will only be made by individuals who have no personal interest in the decision being appealed.

The outcome of the appeal will normally be sent to the learner within 28 days. The learner will be informed if there are reasons for this period extending beyond 28 days.

If the appeal is upheld, the British Safety Council will take action to ensure any decisions are applied to other affected learners and take steps to ensure that the failure does not recur.



**Contact details for this policy**

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