

# British Safety Council

## Result Enquiries and Appeals Policy



### Introduction

The British Safety Council endorses the right of learners to enquire about or challenge an assessment result and to appeal against the outcome of that enquiry.

The appeals process is also available to learners who wish to appeal against other decisions made by the British Safety Council, for example appealing against a decision regarding reasonable adjustments, special consideration, or malpractice.

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

A result enquiry or an appeal can result in a component or unit 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.

### Result enquiries

A result enquiry is the first step for a learner that wishes to enquire about or challenge a result.

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

Result enquiries must be made using the Result Enquiry Application Form and emailed to [qualifications@britsafe.org](mailto:qualifications@britsafe.org)

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

### Service 1 – Re-mark

The learner's examination script or assignment will be re-marked by a senior examiner.

The British Safety Council will acknowledge receipt of the request within two working days.

The outcome of the re-mark will be reported to the learner in writing within 20 working days.

If the re-mark results in a higher grade, the fee will be refunded.

### Service 2 – Report on performance

The learner's examination script or assignment will be reviewed by a senior examiner and a brief report (typically one side of A4) will be prepared in relation to the candidate's performance.

The British Safety Council will acknowledge receipt of the request within two working days.

The written report will be sent to the learner within 20 working 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, for example appealing against a decision regarding reasonable adjustments, special consideration, or malpractice.

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.

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

To request an appeal the learner must write to the Qualifications and Compliance Manager at the British Safety Council. The letter should be sent by email to [qualifications@britsafe.org](mailto:qualifications@britsafe.org)

The request should include a clear statement of the grounds on which the appeal is based, together with any supporting evidence. A fee of £150 is charged and payment 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 comprises individuals with appropriate competence in the delivery and award of qualifications and who have no personal interest in the decision being appealed. The final decision in respect of the outcome of an appeal involves at least one decision maker who is not an employee of the British Safety Council, nor an examiner working for it, nor otherwise connected to it.

The outcome of the appeal will be sent to the learner in writing within 20 working days. The learner will be informed if there are reasons for this period extending beyond 20 working days.

### **Contact details for this policy**

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