



Result Enquiries Process

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 policy 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 for learners that wish to enquire about or challenge a result. A result enquiry 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.

Contact details for this process

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