

# Appeals Policy

BHS Qualifications (BHSQ) is committed to making sure all its activities are conducted safely, fairly, transparently, objectively and free from bias. This policy is for all BHSQ customers, stakeholders and learners who wish to make an appeal. This policy should be used if you consider a decision to be incorrect, for example an assessment decision. Anything else is covered by the BHSQ's complaints policy.

## This document will:

- Explain what is meant by an appeal.
- Explain how to make an appeal.
- Explain how to take an appeal further.
- Explain what happens as a result of an appeal.

BHSQ aims to treat every appeal fairly; in order to do this and investigate appeals thoroughly please contact BHSQ as soon as possible.

Should BHSQ fail to meet expectations, or should a person or organisation be dissatisfied with any BHSQ qualification or associated service, they may raise these concerns with BHSQ.

**Date for review:** May 2028

## Contact details for BHSQ:

**Address:** BHS Qualifications  
Abbey Park  
Stareton  
Kenilworth  
Warwickshire  
CV8 2XZ

**Telephone:** 02476 840544

**Email:** [enquiries@bhsq.co.uk](mailto:enquiries@bhsq.co.uk)

**Website:** [www.bhsq.co.uk](http://www.bhsq.co.uk)



## What is an appeal?

An appeal can be defined as 'a formal request to change a previous decision'. Appeals relate to issues raised as a direct result of a decision made by BHSQ or a BHSQ Approved Centre and can act to correct an error or provide clarification.

Appeals can be made to BHSQ by any person or organisation who is a customer of BHSQ, or by someone on their behalf.

An appeal may relate to:

- Assessment decisions/results.
- Decisions regarding reasonable adjustments and special consideration.
- Action taken following an investigation into malpractice or maladministration.
- Decisions made by BHSQ and or BHSQ representatives carrying out a specific role or task on behalf of BHSQ whether paid or unpaid, including External Verifiers, Consultants and Volunteers.
- Decisions made by a BHSQ Approved Centre and/or their workforce.

This list is not exhaustive. Each appeal is different and will be considered individually.

Initial enquiries into how an assessment decision has been reached should be directed to the BHSQ Approved Centre who carried out the assessment.

All BHSQ Approved Centres are required to have their own internal appeals procedures, therefore if the appeal is a direct result of the service or actions of an BHSQ Approved Centre, the appellant must follow the Centre's own appeals procedure in the first instance. If the appeal is not resolved to the persons/organisation's satisfaction, they can then contact BHSQ for further advice. This may result in an appeal being made to BHSQ.

An appeal must be made within 10 working days of the disputed decision being known by the appellant. This timeframe would start on completion of any internal procedures.

## How to make an appeal

### Informal process

BHSQ aims to resolve an appeal as swiftly as possible. In the first instance the appellant should contact BHSQ for an informal discussion regarding the concern or dissatisfaction. BHSQ may then be able to resolve the issue by providing an explanation, clarity, an apology and/or a further course of action.

Where BHSQ is unable to resolve the appeal, the appellant will be advised to submit a formal appeal so an investigation can be carried out.

### Formal process

#### Stage One

All appeal must be submitted in writing, addressed for the attention of BHSQ and include the following information:

- Name, address and contact details of the appellant.
- A full description of the appeal including:
  - the specific nature of the appeal,
  - when it happened,
  - what happened,
  - persons/organisations involved,
  - witnesses who are able to support the appeal.
- Copies of any documentation and evidence associated with the appeal.
- The desired action or response sought for resolution.
- If appropriate, any information regarding previous attempts for resolution.

The appellant may appoint someone else to act on their behalf. Permission from both the appellant and the person they appoint must be submitted.

BHSQ will acknowledge receipt of an appeal within 5 working days. A log of all correspondence, documentation and conversations will be retained by BHSQ.

BHSQ will investigate the appeal where all evidence and documentation will be scrutinised and evaluated. To conduct a comprehensive investigation, information may need to be disclosed to third parties. Where additional evidence or documentation is required, BHSQ will discuss this with the appellant.

BHSQ will provide a written response to the appellant when a decision regarding the outcome of the appeal has been made.

The response will describe:

- The action taken to investigate the appeal.
- Conclusions from the investigation.
- Outcome of the appeal
- Where required, action taken as a result to change or improve processes and procedures.

BHSQ aims for an outcome to be reached within 20 working days of the appeal being received, however depending on the nature of the appeal, this may take longer in order to ensure a fair and thoroughly considered outcome. The appellant will be provided with a regular progress report detailing anticipated timescales.

## Stage Two

To challenge a Stage One outcome, the appellant must submit their reasons for their continued dissatisfaction within 10 working days to BHSQ, following receipt of the Stage One outcome.

Escalation to Stage Two may also be instigated by BHSQ where they are unable to resolve the appeal.

BHSQ will appoint an Independent Review Panel (IRP) to investigate further. The panel will be made up of a minimum of two with at least one person external to BHSQ. There is no limit to the number in a panel. The panel will be selected to ensure it has the necessary skills to investigate appropriately.

The Independent Review Panel will:

- Investigate the appeal.
- Review all evidence and correspondence.
- Ensure processes and procedures have been fairly and consistently applied.
- Ensure the appropriate decision has been made.

Where additional evidence or documentation is required, BHSQ will discuss this with the appellant.

The IRP aims for an outcome to be reached within 30 working days of being appointed. However this may take longer. Where this is the case, the appellant will be informed of expected timescales.

The appellant will be told of the outcome of the IRP within 5 working days of the final decision being made.

Once an appeal has been investigated and an outcome has been reached, the appeal will be closed by BHSQ. Without further substantial and objective evidence there will be no further investigation.

**However, if the appellant remains dissatisfied then referral to regulators may be appropriate (see Taking an appeal further).**

## Taking an appeal further

Where the appeal relates to a regulated qualification and the appellant remains dissatisfied with the outcome and the concern is still not resolved, the matter may be escalated to the relevant Regulator. The Regulator will not overturn assessment decisions but will examine processes and procedures. Please see Appendix One for the list of Regulators.

## Outcome from investigations

Where the investigation has highlighted flaws, errors, or failures within BHSQ's or the BHSQ Approved Centre's processes, procedures and/or guidance, all reasonable steps and appropriate action will be taken to prevent a reoccurrence.

For customers this may involve, but is not limited to:

- Contacting other learners who have been affected
- Recall incorrect certificates.

For BHSQ this may involve, but is not limited to:

- Mitigate as far as possible where failures cannot be corrected
- Apply sanctions as appropriate
- Update policy and procedure guidance and manuals to provide clarity.

## Confidentiality

BHSQ adheres to the data protection legislation and will treat appeals sensitively and in confidence. All instances will be recorded and monitored securely on a central register.

Information regarding appeals, reviews and investigations may need to be provided to the Regulators and other organisations, if requested. BHSQ will respect a person's anonymity, however depending on the nature of the appeal this may not be possible. The appellant will be consulted in this instance.

## Monitoring and review

This document and its content will be reviewed on a three-year cycle, or earlier should it be needed to ensure it remains fit for purpose and reflects the types of appeals that have arisen.

BHSQ is committed to keeping up to date with best practice and learning. In the event of the Regulators or another Awarding Organisation notifying BHSQ of situations that have affected their assessment process, BHSQ will review accordingly.

**Date for review:** May 2028

## Document history

Version	Revision date	Reason
6	6 May 2025	Changes for clarity

*Please note: This document is uncontrolled once printed. Please check with BHSQ for the most up to date version.*

The British Horse Society Qualifications Limited is a company registered in England and Wales and trades as BHS Qualifications (BHSQ).

## Appendix One: BHSQ's Regulators – contact details

<b>England:</b>	<b>Ofqual</b> <i>(the Office of Qualifications and Examinations Regulator)</i>
	Address: Spring Place, Herald Avenue Coventry, CV5 6UB
	Phone Number: 0300 303 3344
	Email: <a href="mailto:Public.enquiries@ofqual.gov.uk">Public.enquiries@ofqual.gov.uk</a>
	Website: <a href="http://gov.uk/government/organisations/ofqual">gov.uk/government/organisations/ofqual</a>
<b>Wales:</b>	<b>Qualifications Wales (QW)</b>
	Address: Q2 Building, Pencarn Lane, Imperial Park, Coedkernew, Newport, NP10 8AR
	Phone Number: 0333 077 2701
	Email: <a href="mailto:enquiries@qualificationswales.org">enquiries@qualificationswales.org</a>
	Website: <a href="http://qualificationswales.org">qualificationswales.org</a>
<b>Northern Ireland:</b>	<b>CCEA Regulation</b> <i>(the Council for Curriculum, Examinations and Assessment)</i>
	Address: 29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG
	Phone Number: 02890 261200
	Email: <a href="mailto:ccearegulation@ccea.org.uk">ccearegulation@ccea.org.uk</a>
	Website: <a href="http://ccea.org.uk/regulation">ccea.org.uk/regulation</a>
<b>Scotland:</b>	<b>SQA Accreditation</b>
	Address: The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ
	Phone Number: 0345 213 5249
	Email: <a href="mailto:accreditation@sqa.org.uk">accreditation@sqa.org.uk</a>
	Website: <a href="http://accreditation.sqa.org.uk/accreditation/">accreditation.sqa.org.uk/accreditation/</a>

## Appendix Two: Definition of Terms

Term	Definition
<b>Appellant</b>	Person representing themselves, an organisation, or someone else.
<b>Assessment</b>	The process of making judgements about the extent to which a learner's work meets the assessment criteria of a unit, or any additional assessment requirements for a qualification.
<b>Assessment Criteria</b>	Description of the requirements a learner is expected to meet to demonstrate that a learning outcome has been achieved.
<b>Assessment venue</b>	Where assessment of a learner/candidate takes place.
<b>Assessor</b>	A person who assesses or marks a learner's work. This involves using a particular set of criteria to make judgements as to the level of attainment a learner has demonstrated.
<b>Centre</b>	An organisation undertaking the delivery of assessments (and potentially other activities) to learners on behalf of BHSQ.
<b>CCEA Council for the Curriculum, Examination and Assessment</b>	CCEA has responsibility for the regulation of qualifications taken by learners in Northern Ireland (NI), as set out in the Education (Northern Ireland) Order 1998. They develop and publish criteria for the accreditation of relevant external qualifications, and accredit, where such criteria are met, any qualifications submitted for accreditation.
<b>BHSQ Unique ID Number</b>	A unique identification number given to a candidate when they have been registered by BHSQ for a qualification. This is not their ULN.
<b>External Moderator/Verifier</b>	An individual appointed by BHSQ to ensure accurate and consistent standards of assessment, across Centres and over time.
<b>Internal Verifier</b>	An individual appointed by the Centre to ensure accurate and consistent standards of assessment, both between Assessors operating within a Centre and between assessment locations or sites offering the same award.
<b>Learner/candidate</b>	A person who is registered to take a qualification and to be assessed as part of that qualification.
<b>Ofqual Office of the Qualifications and Examinations Regulator</b>	Ofqual is the regulator of qualifications, examinations and assessments in England. They regulate by recognising and monitoring organisations that deliver qualifications and assessments as set out in the Apprenticeship, Skills, Children and Learning Act (2009) and Education Act (2011).
<b>QW Qualifications Wales</b>	QW is the independent organisation responsible for regulating general and vocational qualifications in Wales.
<b>RQF Regulatory Qualifications Framework</b>	The RQF is a framework for cataloguing all qualifications and awarding organisations regulated by Ofqual and CCEA. The RQF replaced the QCF and NQF in October 2015.
<b>Reasonable Adjustments</b>	Defined as reasonable steps to ensure disabled people are not placed at a disadvantage in comparison with non-disabled people, 'substantial' being more than minor or trivial.



Term	Definition
<b>Responsible/Accountable Officer</b>	The person responsible to the Regulators for matters relating to regulation.
<b>SCQF</b>	The Scottish Credit and Qualifications Framework. The Framework is for users to gain a better understanding of qualifications in Scotland and plan future learning. The Framework supports everyone in Scotland, including learners, learning providers and employers.
<b>Service</b>	An organisation that is responsible for a particular type of activity, or for providing a particular thing that people need.
<b>SQA Accreditation</b>	The regulatory part of the Scottish Qualifications Authority, separate and autonomous from SQA Awarding Body. SQA Accreditation quality assures qualifications offered in Scotland by approving awarding bodies and accrediting their qualifications, including Scottish Vocational Qualifications.
<b>Training Providers</b>	Organisations who are responsible for providing a specified programme of training and assessment to a learner registered for a qualification.
<b>Unique Learner Number</b>	The <b>Unique Learner Number (ULN)</b> is a 10-digit number issued and held by the Learning Records Service (LRS), who use the number to index learner identity details as well as education and training qualifications within the PLR.