

The British Occupational Hygiene Society

Faculty of Occupational Hygiene

Queries / Appeals on Examinations Information for Candidates and Course Providers

General:

1. Queries, appeals and complaints must be submitted in writing by post, fax or email to the BOHS offices.
2. Queries/appeals will normally only be entertained on specific issues arising from :
 - a. Written examinations - by candidates and course providers only
 - b. Practical assessments - by candidates only
 - c. Report assessments - by candidates only
 - d. Oral examinations - by candidates only

General queries or complaints may be entertained from other persons or organisations, but the correspondent must understand that we are unable to discuss the individual performance(s) of candidates with a third party.

3. If a candidate or other person/organisation wishes to complain about the conduct and/or content of a taught course, they should address their complaint directly to the course provider concerned. Course providers must notify BOHS of the investigation and result of any complaint. If a candidate or other person/organisation is unsatisfied with the response from a course provider BOHS must be informed.
4. The performance of borderline candidates is automatically reviewed before results are released, therefore any request for re-marking will be confined to checking that no procedural errors have occurred and that the declared result accurately reflects the judgement of the examiners.
5. No appeal will be entertained solely on the grounds that the candidate wishes to challenge the judgement of the examiners.
6. **After** the results are released to the candidate, no appeals will be considered unless there is good reason to suspect a procedural error (e.g. administrative, numerical, data transcription etc).

Written Examinations:

7. Before they are brought into use, all examination papers are subject to rigorous preparation and quality assurance procedures involving several levels of scrutiny of the paper for completeness, conformance to the syllabus and level of difficulty.
8. It is, however, possible, that these procedures will occasionally fail to detect an ambiguous or misplaced question and in order to maintain a fair system for all candidates, the examination process allows for certain queries and appeals.
9. **Before** the results are released to the candidate, any of the following may be considered to be valid grounds for the query (by candidates or course providers) of questions within an examination:
 - a. A technical concern about a particular question
 - b. Concern that a question has been incorrectly worded such that it is no longer valid
 - c. Concern that a question is outside the syllabus

10. If the query is upheld, the question will then be excluded from the marking for all candidates who took the exam on that date. The question will also be referred for appropriate corrective action. If the query is rejected, the question will be retained.

Practical Assessments:

11. Practical assessment examinations are carried out by personnel approved by BOHS in accordance with specific requirements and are subject to quality assurance audit.
12. **Before** the results are released to the candidate, the following may be considered to be valid grounds for query (by candidates):
 - a. Concern that the assessment was not carried out in compliance with the requirements, or within the syllabus
 - b. Concern of unfair treatment, giving the reasons why

Assessments of Report:

13. Some qualifications require candidates to provide evidence of field proficiency, by submitting reports for assessment. If a report is found to be unacceptable, it will be returned to the candidates together with details of the reasons.
14. The following may be considered to be valid grounds for appeal or query (by candidates):
 - a. Concern that the assessment was not in compliance with the requirements or within the syllabus
 - b. Concern of unfair treatment, giving the reasons why
 - c. Unable to fully understand the examiners requirements

Oral Examinations:

15. Oral examinations are carried out by a panel of assessors in accordance with documented requirements and are subject to quality assurance audit. Candidates who fail the oral examination are provided with feedback on the reasons for that failure.
16. **Before** the results are released to the candidate, the following may be considered valid grounds for query (by candidates):
 - a. Concern that the assessment was not in compliance with the requirements or within the syllabus
 - b. Concern of unfair treatment, giving the reasons why