




ENQUIRIES AND APPEALS

Version 5	28.09.23
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Signed	

Addendum added: 27.04.21

Removed BCS information – no longer a provider – changed grade appeal timescales

PURPOSE

BMH Training Limited is committed to offering a high standard of learning and assessment to all learners. This document outlines the basis on which enquires, and appeals can be made and outlines the procedure to follow to make sure they are dealt with in an efficient, fair and effective manner.

This document is supported by the BMH Training Limited Complaints Policy, Access to Fair Assessment Policy and Statement of Student Support.

ENQUIRIES

Enquiries about the course, course content, learning outcomes, qualification, accreditation, assessment can be made face-to-face, by telephone, e-mail or letter. Recognition of e-mail and letter enquiries will be made immediately by an appropriate contact method. It is the responsibility of the BMH Training Limited employees to deal with enquiries as efficiently as possible, within the following timescales.

- Simple enquiries will be dealt with as soon as possible and on the day the enquiry is made or received.
 - If it is not possible to deal with the enquiry at the point of contact, every effort will be made to make contact in the same working day. However, if this is not possible the enquiry will be dealt with within **three working days**.
- Complex enquiries that require research and contact with partners and third parties will be dealt with within **five working days**.

APPEALS

Learners or a suitable third-party (with written permission from the learner) must appeal **in writing** (e-mail or letter) to the outcome of an assessment, award or qualification decision within **ten working days** of receiving their grade or outcome. Upon receipt of the appeal documentation, official recognition of receipt will be made through an appropriate channel (telephone, e-mail or letter).

BMH Training Limited will provide a third-party arbitrator to review the appeal. The arbitrator will review the records and documentation provided by BMH Training staff, including the tutor, invigilator, internal verifier and centre management; at no point in the process will members of staff involved with the outcome be involved with the decision-making process.

- You will receive a receipt upon receiving the appeal within **two working days** and a further response including updates and outcomes within **three working weeks**.

- In the case of course outcomes affecting a job and/or access to higher education, then the appeal process will be expediated in an appropriate manner.

The arbitrator will provide a report of their decision to the Centre Manager and Learner in writing through an appropriate channel.

Appellants must be aware that the outcome of a BMH Training Limited investigation may affect Learner results. Final achievements could be either increased or decreased because of the investigation.

NEXT STEPS

If the learner is unhappy with the outcome of their appeal, the learner will be directed to the appeals procedure of the awarding body. At which time, all records pertaining to the appeal, the outcome of BMH Training Limited's investigation and assessment will be available for request.

CONTACT DETAILS

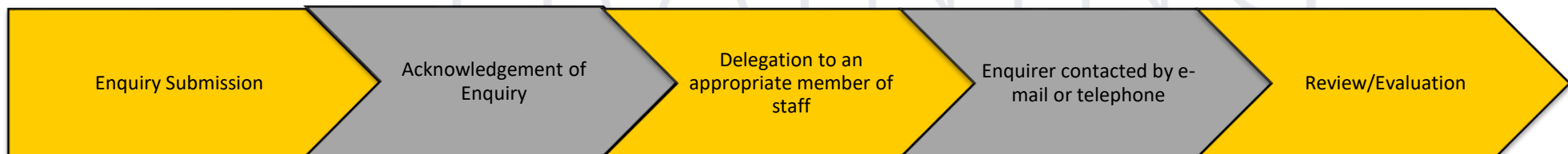
Contract and Quality Manager: Rebecca Hague - becca@bmhtraining.co.uk

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01942 261 342

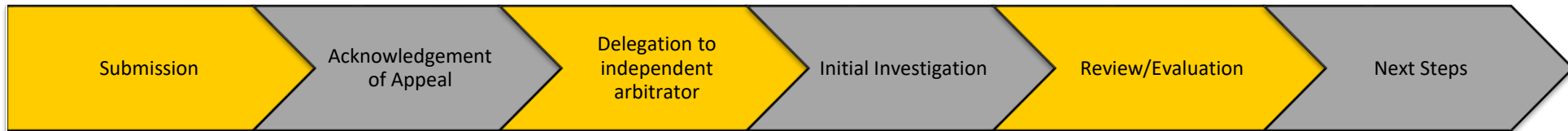
info@bmhtraining.co.uk

Enquiry Procedure



The aim of BMH Training Limited is to deal with simple enquiries with **three working days** and complex enquiries within **five working days**.

Appeal Procedure



The aim of BMH Training Limited is to deal with appeals within **10 working days** from the date of acknowledgement, including investigation and review.

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