



Examination and Appeals Policy

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Quality Leisure Management Ltd, The Old Church, 31 Rochester Road, Aylesford, Kent ME20 7PR

tel: 01933 626444 www.glmconsulting.co.uk

Quality Leisure Management Ltd is a wholly owned subsidiary of PHSC Plc

PHSC plc

Scope

This policy applies to all learners undertaking qualifications with Quality Leisure Management Ltd, as well as staff and tutors involved in the assessment and appeals process.

All appeals and assessment decisions will be handled with strict confidentiality, and personal information will be managed in accordance with relevant data protection legislation.

This policy will be reviewed regularly to ensure compliance with awarding body requirements and best practice.

IOSH Managing Safely courses

Examination and ongoing assessment.

The IOSH Managing Safely course is through a multiple choice exam, to ensure learners have absorbed the knowledge and information from throughout the duration of the course. There is also a risk assessment project to complete and submit.

IOSH Exams

The administration of IOSH exams will be undertaken in compliance with Institute's procedures in place at the time of the exam.

If a delegate fails

If a delegate doesn't pass either the multi-format assessment paper or the project assessment, the tutor has two options:

2. The delegate needs to retake the multi-format assessment paper.

The delegate will be informed that they haven't passed and that they can retake the applicable part of the assessment, usually within 20 working days. If appropriate, the tutor can show them the marked assessment and discuss the marking. If the tutor does this, they should make sure the delegate knows about the IOSH appeals procedure. If the delegate passes the re-assessment, the results will be submitted to IOSH in the usual way but mark the assessment form clearly that it contains the results of a re-assessment quoting the original course reference number.

Where possible the delegate will retake the multi-format assessment paper during another scheduled invigilated examination with an IOSH approved tutor. The delegate will be notified of assessment dates within the 20 working days time frame.

If the delegate fails the re-assessment, they won't be able to take another assessment unless they attend another full course.

2. The delegate needs to attend another course

The delegate will be informed that they haven't passed and can't receive a certificate. As with option 1, the tutor can show the delegate the marked assessment and discuss it with them. The delegate should be informed of the appeals process.

Appeals Procedure

The purpose of the appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner following completion of a qualification at Quality Leisure Management Ltd and provide learners with a route to appeal against a decision.

If a delegate disagrees with the marking of either or both the multi-format assessment paper or the project assessment (initial or re-assessment), the matter will be referred to the Managing Director who will ask another IOSH approved tutor within the Plc to cross mark the multi-format assessment paper and or the project assessment.

If the delegate passes the multi-format assessment paper or the project assessment they will be informed and the results submitted to IOSH in the usual way but mark the assessment form clearly that it contains the results of a re-assessment quoting the original course reference number.

If the delegate fails to reach the required pass mark, they will be informed of the IOSH appeals process as follows:

- The delegate will be given a copy of the completed assessment paper.
- The delegate will be requested to write to IOSH, explaining the grounds for the appeal and enclosing all relevant assessment paper(s).
- IOSH will moderate the assessment paper.
- IOSH will let the delegate and QLM know their decision in writing within 10 working days of receiving the appeal.

IOSH's decision is final.

Late submissions

This applies to any IOSH course that requires delegates to complete a practical assessment in their own workplace and return it by a set deadline.

Submissions of the rest of the delegates' results will not be delayed whilst waiting for those who have failed to submit their assessments on time

Course Results Form is to be submitted as normal, listing all course delegates, and indicating a 'fail' for those who haven't submitted their assessment on time.

Once received the assessment is to be marked as usual and, only if they pass the assessment, submit their result on a new Course Results Form, clearly marking it as a 'late submission' from the previous course and stating the original course reference number. All you need to pay for is the certificate or passport fee.

Missing part of the course

As well as passing the end-of-course assessments, delegates must attend all sessions of the training course to be eligible for an IOSH certificate. If a delegate has missed part of the training, they must receive extra tuition from the course trainer to cover the missed subjects. The extra tuition must be given before the delegate takes the assessment for an IOSH certificate and within one month of the course end date.

Additional fees

The delegate (or delegates organisation) may be liable for any additional tutor or awarding organisation costs incurred where there is failure to submit a practical assessment by a set deadline, has missed part of the training or where the delegate needs to retake the multi-format assessment paper.

QLM (CIMSPA Endorsed) Courses

Quality Leisure Management Ltd learners will be assessed by tutors who hold a minimum of level 3 award in education and training (or equivalent), who have a relevant qualification equal to or greater the qualification being taught and recent and ongoing industry experience.

Examination and ongoing assessment

Assessment for the full course is through a 45-minute closed book multiple choice examination covering three key areas; health and safety management, legislation and leisure or culture specific safety issues.

The revalidation course assessment is through ongoing monitoring and will consider attendance and positive interaction in exercises and discussion.

Successful candidates will receive a certificate in health and safety management in leisure and culture facilities. e-certs are provided unless otherwise requested.

If a delegate fails

If a delegate fails to achieve the required marks to pass the end of course exam, the following steps will be taken –

The delegate will be informed that they have failed to reach the pass mark.

1. If they have scored below 50%, they will be unable to complete a resit exam without attending a new full course. The delegate will be informed of this and that they won't receive a completion certificate, although would be eligible for an attendance certificate.

If the delegate wishes to appeal, they will be informed of the appeals process below.

2. If the delegate has failed to reach the pass mark but scored above 50%, they will be offered the chance to resit a different exam paper usually within 10 days, depending on tutor availability.

Before the resit, the tutor will provide them with feedback in the form of details of the exam questions they got wrong and any supporting guidance the tutor believes would be of benefit to them.

If they fail to reach the pass mark in the resit exam, they will be unable to receive a completion certificate, although would be eligible for an attendance certificate.

A second resit is not possible unless another full course is completed.

Appeals Procedure

The purpose of the appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner following completion of a qualification at Quality Leisure Management Ltd and provide learners with a route to appeal against a decision.

Missing part of the course

As well as passing the end-of-course assessments, delegates must attend all sessions of the training course to be eligible for a completion certificate. If a delegate has missed part of the training, they must receive extra tuition from the course trainer to cover the missed subjects. The extra tuition must be given before the delegate takes the assessment and within one month of the course end date. This may incur an additional cost.

Marks awarded

If a delegate disagrees with the marks awarded, the tutor will refer the matter to the Managing Director who will ask another tutor to cross mark the exam paper. If the delegate passes, they will be informed, and a certificate awarded.

If the delegate score is below 50%, the actions in point 1 will apply. If above 50%, the actions in point 2 above will apply*.

*A second resit is not possible unless another full course is completed.

If a delegate appeals on the grounds of feeling unwell at the time of the exam, the tutor must use discretion based upon how the delegate appeared, sounded and any communication from them at the time of the exam. The tutor's decision will be final.

Stage 2.

Quality Leisure Management Ltd will contact the external verifier within 3 working days of receiving the notice of appeal escalation. If the external verifier is not present or unable to resolve the issue., the learner will be advised to proceed to the third stage of the appeals process.

Stage 3.

A written appeal should be made by the learner to the awarding organisations head of quality assurance.

The head of quality assurance will investigate the issue and thoroughly and respond in writing within 14 working days.

Stage 4.

The learner will be offered a formal appeals hearing. This will be conducted within 6 weeks by the appeals panel comprising of:

- An independent appeals board member
- The Director of Quality and Standards
- The Head of Quality Assurance
- A chairperson employed by the awarding body.

Fees

There will be a charge made to the learner by the awarding body of £125.00 for handling appeals that progress beyond stage 1. This fee will be refunded by Quality Leisure Management Ltd if the appeal is successful.

Additional costs may be charged to the learner by the awarding body at stage 4, the formal appeals hearing.

The delegate (or delegates organisation) may be further liable for any additional tutor or awarding organisation costs incurred where there is failure to submit a practical assessment by a set deadline, has missed part of the training or where the delegate needs to retake assessment.

Signed: 

Date: 29 November 2024

Leigh Simmonds BA(Hons) CMIOSH MIIRSM MCIMSPA
Managing Director
Quality Leisure Management Ltd



Chartered Safety and
Health Practitioner



Registered Consultant
Leigh Simmonds
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