



nebosh

**Enquiries About Results (EARs)
policy and procedures**

Version 23 (May 2024)

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1. Policy

NEBOSH supports the right of learners and/or Learning Partners to enquire about a result where it does not meet reasonable expectations and to appeal against the outcome of that enquiry. This document details the policy and procedures put in place to ensure that enquiries about results and appeals are dealt with in a thorough and equitable manner.

2. Scope

This policy applies to all Enquiries About Results (EARs) concerning NEBOSH qualifications made by learners and NEBOSH Learning Partners for all assessments.

For definitions of terms used in this document, please see the *Glossary of NEBOSH Policy Terms* document available the [policies and procedures section](#) of the NEBOSH website.

3. Regulatory authorities' criteria

NEBOSH is an awarding body recognised by both the Scottish Qualifications Authority (SQA) Accreditation, and the Office of Qualifications and Examinations Regulation (Ofqual).

In addition to statutory duties, this policy is intended to meet the following relevant regulatory requirements:

SQA Accreditation Regulatory Principle 17:

“The awarding body and its providers must have clear, fair and equitable systems, policies and procedures to manage appeals.”

SQA Accreditation Regulatory Principles (2021)

Ofqual Condition D4 – Responding to enquiries and complaints procedures

D4.1 An awarding organisation must answer accurately, fully and within a reasonable time any reasonable enquiries received by it from Users of qualifications.

Ofqual Condition I1 – Appeals process

“I1.1 An awarding organisation must establish, maintain and comply with an appeals process in relation to all qualifications which it makes available, which must provide for the appeal of –

(a) the results of assessments,

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(a) the results of assessments. *Ofqual General Conditions of Recognition (2022)*

4. Enquiries About Results (EARs) – Applications

If a learner believes that the result of an assessment does not match their reasonable expectations, an Enquiry About Result (EAR) may be applied for.

4.1. Types of Enquiries About Results

There are 4 different types of EAR that can be applied for, Type 1, Type 2, Multiple choice, and batch EARs.

Type 1, Type 2, and Multiple-choice EARs can be requested by learners or Learning Partners.

Batch EARs can only be requested by Learning Partners.

Type 1, Type 2 and Multiple-choice EARs cannot be requested for learners' assessments requested as part of a batch EAR.

For Type 2 and Multiple choice EARs, enquiries may be made once only per unit result, ie enquiries cannot be applied for, for more than one type of EAR per unit, nor can enquiries be made on a unit for which you have already received an EAR outcome.

Following a Type 1 EAR outcome, a Type 2 EAR can be requested.

4.1.1. Type 1 EAR: Clerical check

Type 1 EAR clerical checks are carried out by an approved NEBOSH employee.

A Type 1 clerical check confirms that:

- all parts of an assessment have been marked
- the addition of the marks for each question or section is correct,
- the correct mark for each answer or section has been transferred on to the assessment cover (where applicable)
- the correct overall mark has then been transferred into the NEBOSH database.

Where a discrepancy is found by a clerical check, NEBOSH will, as appropriate, arrange for any unmarked answer/s, or parts of answer/s, to be marked and/or for any addition errors to be rectified. This correction is included in the type 1 EAR fee.

Marking to correct any marking discrepancies as part of a type 1 EAR is carried out by either NEBOSH appointed Team Leaders, or a NEBOSH specialist.

A Type 1 EAR does not guarantee that a mark (or grade) will be adjusted upwards after the EAR. It is important to note that a mark (or grade) may also be adjusted downwards. Marks may also remain unchanged.

4.1.1.1. Non eligible units for Type 1 EARs

Outside of the EAR process, hard copy assessments (ie paper-based assessments, sat in an examination hall) within the mark range of 40-48 are subject to a clerical check as part of routine quality review activities. If NEBOSH receive a Type 1 EAR for an assessment within this mark range, the applicant will be informed that this check has already been done and the EAR fee will be refunded.

For assessments where there are no marks to be counted, and only a Pass/Refer result is provided, type 1 EAR clerical checks are not available.

For multiple choice examinations, type 1 EAR clerical checks are not available.

4.1.2. Type 2 EAR: Re-mark and clerical check

A Type 2 EAR includes a re-mark of the learner's assessment followed by a clerical check. The re-mark and clerical check are independent stages carried out by two different people.

Re-marking as part of a Type 2 EAR is carried out by a NEBOSH appointed Team Leader or NEBOSH specialist. The clerical check following re-mark is carried out by an approved NEBOSH employee.

A Type 2 EAR does not guarantee that a mark (or grade) will be adjusted upwards after the EAR. It is important to note that a mark (or grade) may also be adjusted downwards. Marks may also remain unchanged.

4.1.2.1. Non eligible units for Type 2 EARs

For multiple choice examinations, type 2 EARs are not available.

4.1.3. Multiple choice EARs

4.1.3.1. Units PSM1 and EAW1: Clerical check

NEBOSH multiple choice examinations for units PSM1 and EAW1 are marked using computer-aided marking. A multiple-choice EAR for these units will involve a clerical check to ensure the correct overall mark has been transferred from the marking platform into the NEBOSH database.

A multiple choice EAR does not guarantee that a mark (or grade) will be adjusted upwards after the EAR. It is important to note that a mark (or grade) may also be adjusted downwards. Marks may also remain unchanged.

4.1.3.2. Unit MSW1: Manual re-mark

NEBOSH multiple choice examinations for unit MSW1 are marked manually. A multiple choice EAR for this unit will involve the learner's answer sheet being manually re-marked by an approved NEBOSH employee.

A multiple choice EAR does not guarantee that a mark (or grade) will be adjusted upwards after the EAR. It is important to note that a mark (or grade) may also be adjusted downwards. Marks may also remain unchanged.

4.1.4. Batch EARs: Type 2 re-mark on a batch of assessments

Learning Partners may make a Type 2 EAR request for a batch of assessments. The Learning Partner making a batch EAR request cannot ask for specific learner assessments within a unit to be re-marked but must have all assessments from that unit (eg IG1) cohort or sitting included.

Assessments from different cohorts/sittings, units or qualifications cannot be part of the same batch.

A batch EAR includes a Type 2 re-mark of the learner's assessments and a clerical check following the re-mark (as Type 1).

For batch requests, a short report on the overall performance of the script assessment batch, by question/section will be provided.

4.1.4.1. Non eligible units for Batch EARs

Type 2 EARs are not available for NEBOSH multiple choice examinations. For this reason, batch EARs are not available for these unit examinations.

4.2. Submitting Enquiries About Results

4.2.1. EAR closing dates (EAR submission deadlines)

All EARs must be submitted by the EAR closing date.

4.2.1.1. Type 1, Type 2, MCQP and Batch EARs

The *EAR closing date* for a Type 1, Type 2, MCQP, or Batch EAR, is 20 working days from the published result/s notification date for the examination to which it relates. The published result/s notification date can be found on the learners Assessment Registration Confirmation (ARC) which is sent directly to each learner on completion of the unit(s) registration.

If original results have been released after the published notification date, the *EAR closing date* is 20 working days from the unit result notification (URN) issue date (as shown on the unit result notification letter) of the result to which it relates.

EAR closing dates for fixed date exam sittings can be found on the [NEBOSH website](#).

4.2.1.2. Type 2 following the outcome of a type 1

The *EAR closing date* for a Type 2 EAR, following the outcome of a Type 1 EAR, is 20 working days from receipt of the Type 1 EAR outcome.

4.2.2. Costs for an EAR

For the cost of EARs, please see the current NEBOSH Fees Lists available on our website:

- Learners applying for a Type 1, Type 2 or MCQP EAR: [Learner Fees List](#)
- Learning Partners applying for a Type 1, Type 2, MCQP or Batch EAR: log into the [Learning Partner secure area](#) and access the *Learning Partner fees list* via the policies, procedures and forms section.

4.2.3. Submission and payment of an EAR

4.2.3.1. Type 1, Type 2, and Multiple-choice EARs

All Type 1, Type 2 and Multiple-choice EAR applications, from learners and Learning Partners should be submitted via the online *enquiry about result application form* found on the [NEBOSH website](#).

By completing the online form Learning Partners are confirming that the EAR request has been made with the full knowledge and express permission of the learner.

Any EAR application received in email or hardcopy forms will be rejected and direction to the correct online form will be provided.

The online form will redirect the applicant to a secure WorldPay page to make payment. Submission of the form will only be complete once payment is successfully made.

On successful submission and payment of the enquiry about result, the applicant (learner or Learning Partner) will receive an email receipt from Worldpay, and an EAR acknowledgement email will be sent directly to the learner, confirming the details of the EAR, the EAR reference, and the EAR outcome date.

4.2.3.2. Batch EAR

If a Learning Partner wants to submit a batch EAR request, they must do so in writing via the [Contact us form](#) on the NEBOSH website, confirming the examination details and confirming that the EAR request has been made with the full knowledge and express permission of all learners.

Details of the preferred payment method should also be included. Payment can be made via card or via account/invoice.

Please include 'batch EAR' in the subject header.

Dependant on the preferred payment methods indicated NEBOSH will either issue a WorldPay link via email for payment to be made by credit/debit card or provide email confirmation that payment by invoice/account has been accepted.

Applications and payment must be received by NEBOSH by the EAR closing date (see 4.2.1).

If NEBOSH issues the WorldPay link to you on or after the EAR closing date, you will have 5 working days to make payment.

Payment by BACS or cheque is not accepted.

Learning Partners and learners will receive written acknowledgement of the Batch EAR within **10 working days** of receipt of full payment, confirming the details of the EAR, the EAR reference, and the EAR outcome date.

4.2.3.3. Type 2 EAR following a Type 1 EAR outcome

If a learner or Learning Partner want to submit a Type 2 EAR following the outcome of a Type 1 EAR outcome, they must do so in writing via the [Contact us form](#) on the NEBOSH website, including the examination details, and the EAR reference of the Type 1 EAR.

Please include 'Type 2 EAR request following Type 1 outcome' in the subject header.

Once the request is received NEBOSH will issue a WorldPay link via email for payment to be made by credit/debit card.

Applications and payment must be received by NEBOSH by the EAR closing date (see 4.2.1).

If NEBOSH issues the WorldPay link to you on or after the EAR closing date, you will have 5 working days to make payment.

Payment by BACS or cheque is not accepted.

Learners will receive written acknowledgement of the type 2 EAR within **10 working days** of receipt of full payment, confirming the details of the EAR, the EAR reference, and the EAR outcome date. Learning Partners will be copied in cases where they have submitted the request.

4.2.4. Re-sitting assessments

Learners should be aware that waiting for an EAR outcome before deciding to re-register for the assessment may result in the learner missing the registration closing date for the next assessment submission date.

Learners submitting an EAR but considering re-taking their assessment(s) are advised to register for the next available assessment submission date following the expected EAR outcome issue date in case their enquiry is not successful.

4.2.5. Late EAR submissions

In line with the UK Data Protection Act, organisations are required to destroy data when they are no longer required to process any data. To comply with the above NEBOSH securely disposes of assessments once the Enquiry About Result closing date and appeal outline date has passed.

Therefore, requests received after the *EAR closing date* will not be accepted.

If there are extenuating circumstances for the late submission, the decision to accept the EAR application will be reviewed and a decision made on confirmation of access to the assessment and at the discretion of NEBOSH.

5. Enquiries About Results Outcomes

5.1. EAR outcome dates

5.1.1. Type 1 and multiple-choice EARs

NEBOSH will provide written notification of the Type 1 or multiple-choice EAR outcome within **10 working days** of receipt of full payment.

5.1.2. Type 2 and Batch EARs

NEBOSH will provide written notification of the Type 2 and Batch EAR outcome(s) within **40 working days of the EAR closing date (see 4.2.1)**.

5.2. Outcomes

There are three possible outcomes following an EAR:

- the EAR outcome results **in the unit mark being revised upwards** and this will replace the original mark;
- the EAR outcome results **in the unit mark remaining unchanged**;
- the EAR outcome results **in the unit mark being revised downwards** and this will replace the original mark.

EAR outcomes will be issued in writing to learners by means of email, where a valid email address has been supplied. The Learning Partner will also be notified (unless accreditation is suspended or withdrawn).

The EAR outcome will include:

- notification of whether the EAR result has been revised up, down or remains unchanged.
- notification of whether a refund of the EAR fee will be processed.

- notification of whether a refund of any future registration fee will be processed.
- notification of whether a new qualification certificate will be supplied

A revised Unit Result Notification (URN) will be sent following the EAR outcome.

Please note that due to the personal and confidential nature of learner results, NEBOSH regrets that EAR outcomes cannot be provided by telephone under any circumstances.

5.2.1. Refunds

5.2.1.1. EAR fee

The EAR fee **will be refunded** if an EAR outcome is **successful**. A successful EAR is one that meets the following criteria:

- The **unit mark is revised upwards**, AND the **unit or overall qualification grade is revised upwards**, ie Refer to Pass, Pass to Credit OR Credit to Distinction

Refunds for a batch EAR will be issued per successful individual EAR only; for example, if a batch of ten EARs is submitted and three result in the unit or overall qualification grade being revised upwards, only the fees for the three successful EARs will be refunded.

The EAR fee **will not be refunded** if an EAR outcome is **unsuccessful**. An unsuccessful EAR is one that meets the following criteria:

- The **unit mark remains unchanged**
- The **unit mark is revised downwards**, AND the **unit or overall qualification grade remains unchanged**, ie Refer to Refer, Pass to Pass, Credit to Credit OR Distinction to Distinction.
- The **unit mark is revised downwards**, AND the **unit or overall qualification grade is revised downwards**, ie Pass to Refer, Credit to Pass OR Distinction to Credit
- The **unit mark is revised upwards**, AND the **unit or overall qualification grade remains unchanged**, ie Refer to Refer, Pass to Pass, Credit to Credit OR Distinction to Distinction.

5.2.1.2. Registration fee for future exams

If a learner receives a **successful** EAR outcome (see 5.2.1.1) and has registered to re-take the unit, the registration fee will be refunded.

If a learner receives an **unsuccessful** EAR outcome (see 5.2.1.1) and has registered to re-take the unit, the registration fee will not be refunded.

If a learner has registered to re-take a unit that is undergoing an EAR and re-sits the unit assessment **before** the issue of the EAR outcome, the

examination registration fee will not be refunded in this case, even if the EAR outcome for the unit is successful.

5.2.2. Qualification Certificates

If a learner or Learning Partner has requested an EAR on a unit, where the overall qualification has already been passed, NEBOSH may have generated a qualification certificate.

If a learner or Learning Partner has requested an EAR on a Diploma unit which has been passed, NEBOSH may have generated a unit certificate.

NEBOSH will retain qualification/unit certificates where possible when an EAR on a passed unit/qualification is requested.

NEBOSH **will issue a new qualification certificate** free of charge, following the EAR outcome, in the following instances:

- The **unit mark is revised downwards**, AND the **overall qualification grade is revised downwards**, ie Credit to Pass OR Distinction to Credit
- The **unit mark is revised downwards**, AND the **overall qualification grade remains unchanged**, ie Pass to Pass, Credit to Credit OR Distinction to Distinction.
- The **unit mark is revised upwards**, AND the **overall qualification grade remains unchanged**, ie Pass to Pass, Credit to Credit OR Distinction to Distinction.
- The **unit mark remains unchanged**, AND the **overall qualification grade remains unchanged**, ie Pass to Pass, Credit to Credit OR Distinction to Distinction.
- The **unit mark is revised upwards**, AND the **overall qualification grade is revised upwards**, ie Pass to Credit OR Credit to Distinction.

NEBOSH **will issue a new Diploma unit certificate** free of charge, following the EAR outcome, in the following instances:

- the **unit mark is revised downwards**, AND the **unit grade remains a pass**;
- the **unit mark remains unchanged**;
- the **unit mark is revised upwards**.

When a new qualification/unit certificate is to be issued, the original qualification/unit certificate will no longer be valid from the date that the EAR outcome is issued.

The qualification/unit certificate will be issued to the Learning Partner within 20 working days of the issue of the EAR outcome. UK Diploma certificates will be issued direct to learners.

Learners or Learning Partners who have already received a qualification/unit certificate showing the pre-EAR result, must destroy these, and NEBOSH will void them.

6. Translations

6.1. Practical assessments

If a learner has completed a practical assessment (eg Unit GC3) in a language other than English and the Learning Partner has marked it in that language, it is the Learning Partner's responsibility to provide a translated copy of the assessment for the EAR to be completed.

6.2. Written examinations

If a learner has completed a written examination in a language other than English, then the EAR will be carried out on the translated assessment (ie as translated by the Learning Partner).

6.3. Translation complaints

If a learner has concerns about the translation made by the Learning Partner, then this should be discussed with the Learning Partner in the first instance. If the concern is not resolved, NEBOSH can be contacted for details and costs of an independent translation check.

6.4. Applying for a retrospective special consideration

Learning Partners and learners need to refer to NEBOSH's [Special Considerations Policy](#) (Q026) and apply using the appropriate form.

7. Appeals against EAR decisions

The following Appeals can be made using the NEBOSH [Appeals Policy](#) (Q020) available on the website:

- Learner appeals against EAR decisions (Type 1, Type 2 or MCQP EAR);
- Learning Partner appeals against EAR decisions. (Type 1, Type 2, MCQP or batch EAR).

8. Data Protection

NEBOSH is registered under and complies with the UK Data Protection Act 2018 and UK General Data Protection Regulation (GDPR) 2016/679 (the “**Data Protection Law**”), as such it is required to collect data and process for the purposes covered in this policy. Consent must be given to process data of this type so a signed request form must be in place before processing. More information about NEBOSH and Data Protection can be found [here](#).

Please click [here](#) to review more information on how we process your data, or visit www.nebosh.org.uk to read our privacy statement.

9. Document control

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Owner	Director (Reliability)