

What you can expect from Equestrian Qualifications Limited (“EQL”) when applying to sit an Exam

- **To be treated with courtesy and respect** in your dealings with EQL Examinations Staff, Assessors and Exam Centre Staff.
- **Equality** – EQL: is committed to the principle of equal opportunities and declares its opposition to any form of less favourable treatment. Our Policy can be found on our website.
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- **A clear communication structure** – you will receive:-
A candidate confirmation pack - which will include your booking confirmation letter and “Important Notes”. Please read these two documents carefully
A copy of the Examination Syllabus - please retain this, as you will need to refer to the syllabus when you receive your result sheet
Guidelines and Dress - for EQL Examinations
A Medical Questionnaire (request for reasonable adjustment) - you will only need to complete this if you have an injury or disability you would like us to consider.
The Exams Newsletter - keeping you up to date on the latest developments.

If you have a query about your exam booking please telephone 024 76 840 508. You will be able to speak to the person directly responsible for overseeing your booking from receipt of your application up until you sit your examination. If you have a problem or require further clarification, just pick up the telephone or send an email to enquiries@equestrian-qualifications.org.uk we are here to help you.

***The Exam Centre** where you sit your examination has been inspected by the British Horse Society and fulfils the criteria for holding EQL examinations to a specified level. The Centre undergoes regular monitoring and quality assurance checks by Equestrian Qualifications Limited

The time of start for your examination briefing is on your confirmation letter. Although all candidates are required to arrive in time for the briefing, it is possible that not all candidates will be in the first group to start their exam. Therefore, there may be a wait of up to an hour after your briefing before you start your examination, particularly if you are sitting units only. You will be able to see a copy of the timetable at the start of the exam. However the timetable is flexible and may be altered during the course of the day to allow for efficient use of the time available.

Whether you pass or fail, we aim to make your exam experience as pleasant as possible. Please complete and return the Quality Assurance Questionnaire and help us to improve the service we offer.

We will issue your results to you by post within 10 working days of your exam. Please allow 10 working days before contacting the Exams Office. We are unable to issue results by telephone or email unless 10 working days has been exceeded.

We politely request that you treat the Assessors, Exam Centre Staff and your fellow candidates with courtesy and respect. Any candidate not adhering to this request may be withdrawn from the examination. Unacceptable behaviour will not be tolerated and in the case of serious malpractice by the candidate, EQL reserves the right to refuse the candidate entry to future examinations.

If you are not happy with the way your examination was conducted, you may wish to appeal. Our Appeals Form is on our web site. The form should be completed and returned to EQL within 4 weeks of the examination date. The assessor’s decision on whether the candidate has reached the standard required on the exam day is final. However, you may wish to appeal if you believe that EQL policies and procedures were not adhered to due to one or more of the following reasons: i) you believe you were discriminated against on the grounds of your age/race/gender/disability; ii) the manner in which the examination was conducted put you at an unfair disadvantage in comparison to the other candidates examined on the day; iii) your result was inconsistent with the requirements set out in the relevant examination syllabus (for example, you believe were asked to complete tasks or answer questions not relating to the syllabus).

Thank you and **Good Luck!!**
Linda Haworth
Senior Executive – Examinations

Our policies are publicised on the EQL Web site – www.equestrian-qualifications.org.uk

*Some Riding & Road Safety Test venues, Work Based Diploma Centres, UKCC Centres and SVQ Centres are not BHS Approved. www.equestrian-qualifications.org.uk/exams/examination/commitment2011