

BOOKING TERMS AND CONDITIONS



Please read our booking terms and conditions below carefully before booking your assessment.

BOOKING CONFIRMATION

Candidates will receive written notification of an assessment date/centre. Candidates who do not receive written confirmation within 10 working days are asked to contact the Training committee, as failure to arrive at an assessment may result in loss of fee.

Assessment bookings close at least 10 working days prior to the assessment date. Applications received after the closing date will not be accepted.

PERSONAL PROTECTIVE CLOTHING AND DRESS CODE

Candidates must wear appropriate personal protective clothing and candidates are responsible for providing all their own personal protective clothing, including hard hats and suitable footwear.

Candidates should dress according to weather conditions and should provide themselves with suitable changes of clothing. Assessors will allow time for changing clothing between tasks where appropriate.

Candidates must present themselves in a reasonably clean and tidy condition.

RETIRING FROM ASSESSMENTS

Candidates who are well below standard may be asked to retire from the assessment by an assessor to avoid risk of an accident to candidates and/or to horses.

CANCELLATION BY THE BDS

All assessments are subject to cancellation/alteration/postponement should circumstances deem necessary. The Training committee will make reasonable endeavours to provide candidates with 10 working days notice in the event of an assessment being cancelled, altered or postponed. There may be circumstances when it is not possible to provide 10 working days notice.

In the event of cancellation/alteration/postponement, the Training committee will use reasonable endeavours to offer a candidate a suitable alternative booking. If the candidate chooses not to accept the alternative booking, a full refund of the assessment fee will be provided.

The Training committee is unable to reimburse costs incurred other than the assessment fee (e.g. travel, flight/rail tickets or accommodation) and candidates may wish to arrange independent insurance to cover these costs.

BAD WEATHER CONDITIONS

Candidates are advised that in the event of ice, snow or flood, assessments may be cancelled. While the Training committee will endeavour to notify all candidates, candidates are advised to call the assessment centre the day before if in any doubt.

If the assessment continues to run, candidates who fail to arrive for any reason (including the weather conditions), are liable to forfeit their fee. Candidates are advised to be aware of this when booking assessments during the winter months.

CANCELLATION AND TRANSFERS BY THE CANDIDATE

In all cases, written notification must be made to the Training committee accompanied by the appropriate fee and medical evidence where applicable.

CANCELLATIONS AND TRANSFERS ON MEDICAL GROUNDS - ALL ASSESSMENTS

Cancellations

Candidates who are unable to attend an assessment due to medical reasons are required to forward a medical note no later than five working days after the intended assessment date. 75% of the assessment fee will be refunded on receipt.

Transfers

Candidates who are unable to attend their assessment due to medical reasons are required to forward a medical note no later than five working days after the intended assessment date, with a fee of £25 in order to transfer the booking.

OTHER CANCELLATIONS/TRANSFERS

Cancellations

Candidates are required to give a minimum of four weeks written notice before the assessment date if they wish to cancel their assessment and obtain a part refund. Candidates will be refunded 50% of the original assessment fee.

Transfers

Candidates are required to give a minimum of four weeks written notice before the assessment date if they wish to transfer their assessment. Candidates wishing to transfer to another assessment will be charged 25% of their assessment fee.

Candidates wishing to cancel/transfer within four weeks of the assessment date will forfeit their assessment fee unless on medical grounds.

LANGUAGE

Assessments carried out in the UK and Ireland will be conducted in the English language, except where formal translation arrangements are in place. Candidates unable to communicate effectively in English (where no such translation arrangements are in place) may be withdrawn from their assessment.

Any language difficulty or special requirement should be declared at the time of booking.

PREGNANCY

Candidates may not take any practical assessment if they are pregnant.

REASONABLE ADJUSTMENTS

Assessors are unable to accept any medical certificates produced by candidates on the day. If a candidate wishes an injury or disability to be taken into account by the assessors, please read our policy relating to reasonable adjustments.

The Training committee must receive an application for a reasonable adjustment at least four weeks before the intended assessment date. If a candidate is unable to submit a medical certificate in time, they should contact the Training committee immediately.

RESULTS

All assessment results and certificates will be sent by post. Results will not be issued on the assessment day.

The Training committee regrets it is unable to give out results over the telephone or by email, therefore please allow 10 working days for delivery before contacting the office.

SUPERVISION

The BDS, or the assessment centre, cannot provide supervision for candidates during breaks and lunch time.

It is a recommendation that any candidate below the age of 16 years should be accompanied by a responsible adult who remains at the assessment centre for the duration of the assessment.

For candidates aged 16-17, or a vulnerable adult, it is at the discretion of their parent or guardian. However, the accompanying adult may not enter or observe the assessment environment. Please note, this may mean the accompanying adult will need to bring provisions for food and refreshments, as the assessment centre may not be able to provide this.

APPEALS PROCEDURE

On the day of assessment, the assessor's decision is final. If you consider your assessment was not conducted in line with syllabi requirements, you may wish to appeal against this.

To do so, please obtain an Appeals Form from the Training committee. This must be completed and submitted with the relevant fee to the Training committee within 30 working days of the assessment date.

REPLACEMENT CERTIFICATES

Please check your name on your booking confirmation, as this is the name that will be on your certificates. If you wish to purchase a replacement certificate, this will be charged at £25.

PROVISION OF HORSES, HARNESS AND CARRIAGE

Provision of horses, harness, vehicles and other equipment:

- using items provided by the bds assessment centre: you may arrange to borrow or hire anything you need for assessment from the bds assessment centre, your training provider, or from elsewhere – any hire and/or transport costs are for you to agree with the lender, and are not the responsibility of the bds. It is the responsibility of the bds assessment centre to ensure any equipment or animals they provide for the purposes of assessment are sound, fit for purpose and suitable.
- using your own horses, vehicles or harness, or if you borrow or hire them from anyone other than a bds assessment centre, then it is your personal responsibility to ensure that everything meets the bds safety, welfare and suitability requirements.
- the horse(s) must be sound in wind and limb and fit enough for the assessment task;
- horses which are to be driven on the public highway must be a minimum of 6 years old on the assessment day (the assessor will verify this from the horse passport); be trained to work in harness and have been driven regularly for a minimum of 12 months; adequately shod for the public highway and reasonably experienced in road driving;
- the candidate must be capable of controlling and handling the horses they provide – the assessor's opinion of their capabilities is final, and the assessment may be aborted at any stage if the assessor is not satisfied that the candidate can safely handle and control the horse they have provided;
- harness and vehicle and all other equipment must be free from wear, tear or damage, fit the horse correctly, and be suitable for the intended purpose;
- harness used for the assessment must be traditional in style and must include a suitable bit and blinkers;
- vehicles driven on the public highway must be fitted with red rear reflectors; brakes are not compulsory, but if fitted they must be in working order;
- horses, vehicles and harness must be in reasonably clean condition;
- all horses provided by the candidate must be accompanied by a valid horse passport, which will be checked by the assessor prior to assessment.

Assessors will refuse to assess candidates who present with unsound, unfit, under-age, unshod, or distressed horses, or with horses they cannot handle or control safely and adequately, or present with vehicles or harness which are unsound or unsuitable. The assessor's decision is final and you will forfeit your assessment fees. Candidates may

appeal if they consider they have been treated unfairly.

COMPLAINTS AND APPEALS

A complaint is a concern raised about a service provided by the BDS Training committee. All complaints are logged, monitored and investigated internally. You can be assured we will handle any complaint confidentially and sensitively.

We endeavour to offer a high quality service to all. We look upon any complaint as an opportunity to learn, adapt and improve our services. We aim to handle complaints from customers and other stakeholders in a timely, effective and consistent manner.

How to submit a complaint

If you feel there are grounds for a complaint, we request you write to us within 30 working days of the incident. Please submit your complaint in writing to: The British Driving Society, FAO Training Committee or email the office email@britishdrivingsociety.co.uk

Although we welcome any feedback verbally, we regret we cannot accept a formal complaint by telephone.

When submitting a complaint, please ensure you include the following details:

- A description of the incident to include relevant details, such as date and title of assessment and names (if known) of any individuals involved
- Your contact details. Please note, if we need to contact you, this will be during normal office hours
- Your BDS membership number, if you are a member of the BDS

We aim to acknowledge receipt of your complaint within seven working days.

How your complaint will be investigated

Your complaint will be investigated internally, contacting all relevant parties. Sources of evidence include, but are not limited to assessors, stakeholders, riding centres and their staff. Upon receipt, the evidence is subject to a thorough evaluation. As part of this process, a candidate's/learner's name may be disclosed, confidentially, to the assessor or person/s concerned and to any other relevant third parties in order for us to complete a full investigation.

On conclusion of our investigation, all parties will be informed in writing of the outcome. We aim to complete this process within 30 days of receipt of your complaint.

Reasonable steps will be undertaken to rectify any faults identified during the investigation.

What is an appeal?

An appeal may be lodged when an individual feels that BDS policies and procedures were not adhered to with regards to decisions made by the BDS Training committee. If the individual is under 18 years of age (or under 16 years of age if residing in Scotland), an appeal can be lodged by the individual's parent or guardian.

All appeals are logged, monitored and investigated internally. We will handle any appeal confidentially and sensitively.

You may wish to make an appeal against a decision made by the BDS if you feel that BDS policies and procedures were not adhered to due to one or more of the following reasons:

- You believe you were discriminated against on the grounds of your age/race/gender/gender reassignment/disability/pregnancy/religion or beliefs/sexual orientation/marriage or civil partnership
- The manner in which your assessment/investigation was conducted put you at an unfair disadvantage in comparison to the other candidates/parties
- Your result was inconsistent with the requirements set out in the relevant assessment criteria (for example, you believe you were asked to complete tasks or answer questions not relating to the criteria)
- Your reasonable adjustment or special consideration application was not managed appropriately and failed to consider the correct provision of adjustments required
- The outcome of your disciplinary procedure did not correspond to the breach that was made to the Code of Conduct (this relates to Accredited Professional Coaches only)

How to submit an appeal

If you wish to appeal, we request you complete an Appeals Form and send this along with an appeals fee of £100 to the Training committee within 30 days of the assessment date or within 10 days of the disciplinary or reasonable adjustment outcome.

Although we welcome any feedback verbally, we regret we cannot accept an appeal by telephone.

We aim to acknowledge receipt of your appeal within seven working days.

How your appeal is investigated

Your appeal will be investigated internally, contacting all relevant parties. Sources of evidence include, but are not limited to assessors, stakeholders, riding centres and their staff. Upon receipt, the evidence is subject to a thorough evaluation. As part of this process, a candidate's/learner's name may be disclosed, confidentially, to the assessor or person/s concerned and to any other relevant third parties in order for us to complete a full investigation.

Should the appeal conclude that there has been a breach of our policies and procedures the appeal will be upheld and reasonable steps will be undertaken to rectify faults. Conclusions and corrective actions are communicated across relevant stakeholders and organisational learning activities will be undertaken to prevent reoccurrence. Your appeal fee will be refunded in full when an appeal is upheld.

On conclusion of our investigation, all parties will be informed in writing of the outcome. We aim to complete this process within 30 days of receipt of your appeal.