



B.E.S.T. in Horticulture Limited

"delivering fully supported distance and blended learning in horticulture"

www.bestinhorticulture.co.uk

Exam Administration:

Email: administration@bestinhorticulture.co.uk

Phone: 07498918588



Exam Centres at:
Ryton Gardens
and
North Moreton

FAQ

What do I do if there are no spaces left for my exam?

The RHS now offers the exams online, so you can arrange to take them from home on your computer. Contact Qualifications@rhs.org.uk for information on this and on other centres which will accept external candidates.

What if I change my mind and don't feel ready for the exam?

The RHS policy on exam fees is that they are non-refundable; you can defer an exam to the next round (up to the booking deadline) but the RHS keeps your fee whether you defer or withdraw.

It would be helpful to know if you decide not to take the exam as this may free up a place for someone else at their first-choice centre - and mean the invigilator doesn't hold everyone up on the day thinking you may be stuck in traffic.

What do I do if I'm ill or have to cancel at the last minute because of an emergency or crisis?

Let us know and we will refer your case to the RHS to see if they will give you a deferral to the next round of exams. For sickness they will want a doctor's letter as proof.

What should I do if I think I should have special access arrangements? (e.g. large print or coloured paper, extra time, use of a computer, or scribe and reader.)

We will need to have this agreed by the RHS; for dyslexia, for example, you will need to provide an assessment which supports your request. The centre has to make the application for you and will forward your evidence to the RHS. The deadline for requesting special access arrangements is shortly after the booking deadline.

We will do our best to accommodate these special arrangements.

I don't have a Paypal account - can I send you a cheque or BACS payment instead?

This will not be possible because it will sidestep the booking system and allow for overbooking.

My employers are paying for my course, can you invoice them?

This would sidestep the booking system and allow for overbooking. Please use the system to book your exam and give your receipt to your employer for reimbursement.

I'm studying the course with you at Bampton /Ryton - how do I enter for the exams?

You don't need to do anything, unless you are re-taking a unit. You are entered automatically for the exams and the cost was included in your course price.

How can I check that I've been registered for the right exam?

If you already have an account on the RHS Candidate Portal you will be able to check your exam entry there and contact us if there are any mistakes.

If this is your first exam, you will receive an invitation from the RHS to log in to the portal shortly after your exam registration goes through. If you have forgotten your RHS log-in, or taken exams and don't think you have ever received an invitation to set up an account, please contact Qualifications@rhs.org.uk - we cannot help with this, **only** the RHS.

When will I get my results?

Results will be posted on the RHS portal usually 50 working days after the exam.

Results for the February 2023 exams are due out on 19 April 2023, and for June on 6th September 2023.

Candidates who took exams at our centre will be emailed their results slips on the day of release.

Certificates are only issued by the RHS when a complete Certificate (four units) has been passed. Passes in individual units only receive signed results slips as confirmation.

Because candidate information is held centrally by the RHS, records of examinations taken at any centre and also online will be automatically collated against a candidate number so it will not matter where you took your examinations, the RHS should be able to award the correct Certificate when it is due.

However it is important that if you do study and take exams at different centres that you make sure your candidate record is the same - for example that you don't enrol for one exam as Jonathan Smith and another as Johnny Smith; the system may set up a new candidate number for Johnny, and Jonathan may have to wait to query why he hasn't received a Certificate after four passes before the issue is resolved.