



BRITISH
HOROLOGICAL
INSTITUTE



EAL/BHI Examinations Handbook Part 1 - Examinations Guide

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EAL/BHI Examinations Handbook Part 1 - Examinations Guide

	Applies to Level:		
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Founded in 1858, the British Horological Institute is the professional body for clock and watch makers and repairers in the UK. It provides information, education, professional standards and support to its members around the world.

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YOUR HOROLOGY CAREER STARTS HERE...



The BHI is committed to helping all its members to develop their skills and knowledge in clock and watch making, repairing, restoring and conservation. It does so by providing access to the Distance Learning Course (DLC) and our extensive range of practical short courses.

The DLC encompasses a wealth of important historical and current reference material that can, and no doubt will, be called upon throughout members' careers in the clock and watch industry.

Our DLC provides the study material required in order to gain Nationally Accredited Qualifications, designed in consultation with, and recognised by, the horological industry. Attaining the EAL/ BHI Awards leads to professional membership MBHI (Level 4) with progression to FBHI (Level 5). Your details can then be included in the BHI online Register of Accredited Members which is consulted daily by the public.

We have been training horologists for over 160 years by providing distance learning courses. These provide study material towards accredited qualifications. Practising and honing your hand skills is essential to achieve success. We also offer the opportunity to supplement your learning with our practical short courses, tutor feedback and remote mentoring as further aids to exam success and professional membership.

As Chief Examiner, I would like to personally wish everyone who embarks on this journey good luck in reaching your individual goals.

Jeff O'Dowd FBHI, Chief Examiner

*The BHI system is the most holistic training.
It teaches not just how to service but how to make and
replace pretty much any component.*

BHI Chairman

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INTRODUCTION

The examinations of the British Horological Institute (BHI) set the benchmark for clock and watchmakers in the UK and lead to nationally recognised status as an accredited practitioner in the industry.

The BHI was formed in 1858 to raise standards in British horology, and very soon it set up classes in watch and clock making, eventually leading to the exams we know today.

Our position was strengthened in 2002 when the BHI entered into a strategic partnership with EAL (Excellence, Achievement & Learning Limited), the leading awarding body for industry. This relationship ensures the BHI qualifications remain within the UK Government Qualifications and Credit Framework (QCF) and can appear on the Register of Regulated Qualifications (RRQ)¹ maintained by the Office of Qualifications and Examinations Regulation (Ofqual).²

The status associated with passing a BHI exam is not restricted to the UK. Indeed, clock and watchmakers from around the world often choose to sit our examinations.

1. The RRQ is a list of accredited awarding institutions and organisations and includes the qualifications they offer; it also includes a list of other recognised organisations who meet the standards set by the QCF.

2. Ofqual is the regulator of qualifications, examinations and assessments in England and Northern Ireland (Wales and Scotland are regulated by their national governments). By monitoring awarding organisations, assessments and examinations, and taking the necessary action to ensure that all qualifications meet the needs of learners, higher education institutions and employers, Ofqual ensures that qualifications and assessments, including the BHI's, meet the highest quality standards.

QUALIFICATIONS

The BHI currently offers three separate diploma qualifications:

- **Diploma in Clock and Watch Servicing (Level 3)**
RRQ Qualification Number 600/1726/0.
To gain this qualification purchase and follow the Technician Grade DLC and pass the examinations
- **Diploma in the Servicing and Repair of Clocks/Watches (Level 4)**
RRQ Qualification Number 600/3441/5.
To gain this qualification purchase the Technician Grade and Combined Intermediate/Final Grade DLC and pass the examinations
- **Diploma in the Repair, Restoration and Conservation of Clocks/Watches (Level 5)**
RRQ Qualification Number 600/3272/8.
To gain this qualification purchase the Technician Grade and Combined Intermediate/Final Grade DLC and pass the examinations

Professional Membership of the BHI

- The Level 4 diploma meets the criteria for the Member (MBHI)
- The Level 5 diploma meets the criteria for the Fellow (FBHI)

WHAT IS INVOLVED?

General

The BHI have been setting standards for British horologists for over 160 years by providing the Distance Learning Course (DLC). Our DLC is highly regarded and respected throughout the world.

The BHI qualifications have been designed to fulfil the following objectives:

- To provide a series of national qualifications, with accredited national standards, recognisable to centres, students and employers within the UK horological industry.
- To prepare candidates for employment at all levels within the horological industry, whether it be making, servicing and repair of clocks and watches or the restoration and conservation of historic timepieces.
- To give all candidates, irrespective of their prior horological knowledge and ability, the opportunity to acquire a formal qualification which is appropriate to their needs.

These objectives have been built on every facet of the UK's rich horological tradition and thus meet the current and future needs of horology in the fields of manufacture and design, servicing and repair, restoration and conservation.

When you acquire one or more of these qualifications, you can be certain that, as well as being academically rigorous, the qualifications are relevant to the needs of today's employers and are recognised by them. Employers can be confident that potential employees holding a BHI qualification possesses a thorough grounding in theoretical knowledge and have undergone rigorous training and testing of their practical skills.

The QCF system allows students the flexibility to study and gain qualifications at their own pace. The system is based on units, each unit carries a credit value with a nationally recognised level of achievement. Level 3, 4 or 5 apply to the EAL/BHI Diploma Qualification. One credit roughly equals 10 learning hours which helps students assess how much study and learning time they may need to gain their desired qualification.

For example, to achieve the EAL/BHI Level 3 diploma qualification, you must plan to devote not less than 420 hours of study.

As progress is made towards the higher qualifications, you can opt to follow either a clock or a watch pathway or if you prefer, both pathways.

The higher qualifications, Levels 4 and 5 can be completed within two years. Again, students can take much longer as the BHI does not impose time limits thus allowing students to study at their own pace.

The higher levels 4 and 5 develop specialist skills and expertise and are therefore more demanding of study time and commitment.

We offer twenty separate examination units which are sub-divided into mandatory, clock pathway and watch pathway. Some of the units are common to the higher diploma levels which means, for example, a Level 3 D1 pass is also counted as a Level 4/5 D1 pass.

All units are separately examined and certificated and are examined by one of five different methods:

- Written paper (including Technical Drawing);
- Servicing test;
- Making a practical test piece;
- Completing a record of repairs; or
- Assembling a portfolio of work done (including evidence of new components made)

In order to gain a BHI diploma qualification, you must satisfy the BHI Examinations Board that you have acquired a broad range of relevant knowledge and skill. All the Diploma units are detailed in the following pages.

Units needed for the diplomas

Below we have listed the units you need for the three diplomas. Remember, some of the units are common to all diploma levels.

The Diploma in Clock and Watch Servicing (Level 3)

Mandatory units (you must complete both):

- Unit D1: Theory of Clock and Watch Servicing
- Unit D2: Construction of Clock Components

Optional units (you must complete one):

- Unit D3: Servicing and Correcting Faults in a Single Train Clock Movement
- Unit D4: Servicing and Correcting Faults in a Quartz Watch

The Diploma in the Servicing and Repair of Clocks/Watches (Level 4)

Mandatory Units (you must complete all three):

- Unit D1: Theory of Clock and Watch Servicing
- Unit D5: Constructing Clock and Watch Components
- Unit D6: Drawing Clock/Watch Escapements

Pathway Units (you must complete all units for either the clock pathway or the watch pathway)

Clock pathway:

- Unit D3: Servicing and Correcting Faults in a Single Train Clock Movement
- Unit D7: The Practical Servicing of Clocks
- Unit D8: The Recoil Escapement, Design and Construction
- Unit D9: Servicing and Correcting Faults in a Striking Clock Movement
- Unit D10: The Practical Servicing of Complex Clocks
- Unit D11: The Theory of Complex Clocks and their Repair, Restoration and Conservation

Watch pathway:

- Unit D4: Servicing and Correcting Faults in a Quartz Watch
- Unit D14: The Practical Servicing of Quartz and Mechanical Watches
- Unit D15: Servicing and Correcting Faults in a Manual Winding Watch Movement
- Unit D16: Servicing and Correcting Faults in an Automatic Watch
- Unit D17: The Practical Servicing of Complex Watches
- Unit D18: The Theory of Complex Watches and their Repair, Restoration and Conservation

The Diploma in the Repair, Restoration and Conservation of Clocks/Watches (Level 5)

Mandatory Units (you must complete all three):

- Unit D1: Theory of Clock and Watch Servicing
- Unit D5: Constructing Clock and Watch Components
- Unit D6: Drawing Clock/Watch Escapements

Pathway Units (you must complete all units for either the clock pathway or the watch pathway)

Clock pathway:

- Unit D7: The Practical Servicing of Clocks
- Unit D8: The Recoil Escapement, Design and Construction
- Unit D9: Servicing and Correcting Faults in a Striking Clock Movement
- Unit D10: The Practical Servicing of Complex Clocks
- Unit D11: The Theory of Complex Clocks and their Repair, Restoration & Conservation
- Unit D12: The Dead-Beat Escapement, Design and Construction
- Unit D13: The Practical Restoration and Conservation of Clocks

Watch pathway:

- Unit D14: The Practical Servicing of Quartz and Mechanical Watches
- Unit D15: Servicing and Correcting Faults in a Manual Winding Watch Movement
- Unit D16: Servicing and Correcting Faults in an Automatic Watch
- Unit D17: The Practical Servicing of Complex Watches
- Unit D18: The Theory of Complex Watches and their Repair, Restoration & Conservation
- Unit D19: The Practical Restoration and Conservation of Watches
- Unit D20: Servicing and Correcting Faults in a Chronograph Movement

Please Note

You will not be permitted to enter Unit D20 until you have achieved a pass in Unit D16.

The examination units in numerical order

Unit D1: Theory of Clock and Watch Servicing

Examination Method: Written paper

During a 2.5-hour theory exam at an Examination Centre you answer questions about clock servicing, watch servicing, escapements and workshop processes.

Unit D2: Construction of Clock Components

Examination Method: Making a practical test piece

During a period of two weeks you make a test piece, which is a small assembly of clock components, to specifications, supplied using your own workshop.

Unit D3: Servicing and Correcting Faults in a Single Train Clock Movement

Examination Method: Servicing test

During an 8-hour servicing test at an Examination Centre you service a single train clock with introduced faults.

Unit D4: Servicing and Correcting Faults in a Quartz Watch

Examination Method: Servicing test

During a 6-hour servicing test at an Examination Centre you service a quartz watch with introduced faults.

Unit D5: Constructing Clock and Watch Components

Examination Method: Making a practical test piece

During a period of three weeks you make a test piece (small cock and plate with a squared arbor) using your own workshop.

Unit D6: Drawing Clock/Watch Escapements

Examination Method: Create an A3 size drawing and print it to a specified scale

This unit comprises a course work drawing to be handed in by a pre-set date and a 3-hour drawing examination at an Examination Centre. The A3 drawings may be created manually or by using CAD.

Unit D7: The Practical Servicing of Clocks

Examination Method: Completing a record of repairs

You prepare a record of repairs giving details of eight clocks that you have serviced, including at least one example of: clocks with a pendulum and clocks with a balance; and both single and two train clocks. You may, if you wish, use three train clocks in your selection of clocks.

Unit D8: The Recoil Escapement, Design and Construction

Examination Method: Designing and making a practical test piece.

During an 8-hour test at an Examination Centre you make recoil escapement pallets. To specifications supplied

Unit D9: Servicing and Correcting Faults in a Striking Clock Movement

Examination Method: Servicing test

During a 16-hour, over two days test at an Examination Centre you service a striking clock movement with introduced faults.

Unit D10: The Practical Servicing of Complex Clocks

Examination Method: Completing a record of repairs

You prepare a record of repairs giving details of ten more complex clocks that you have serviced, including at least one example of: clocks with a pendulum and clocks with a balance; single, two and three train clocks, and a repeating clock; and a clock with a torsion pendulum.

Unit D11: The Theory of Complex Clocks and their Repair, Restoration and Conservation

Examination Method: Written paper

This is a 2.5-hour theory exam at an Examination Centre.

Unit D12: The Dead-Beat Escapement, Design and Construction

Examination Method: Making a practical test piece

During a period of three weeks you make a test piece (a small plate with escape wheel and pallets to specifications supplied) using your own workshop.

Unit D13: The Practical Restoration and Conservation of Clocks

Examination Method: Assembling a portfolio of work done (including the details of new components made)

You prepare a portfolio of work done giving details of five clocks that you have restored or conserved. It is expected that each clock requires new components, which you have to make, and that you use advanced repair techniques.

Unit D14: The Practical Servicing of Quartz and Mechanical Watches

Examination Method: Completing a record of repairs

You prepare a record of repairs with specified repair processes giving details of ten watches that you have serviced, including four quartz and six mechanical movements. At least five of the movements should be cased.

Unit D15: Servicing and Correcting Faults in a Manual Winding Watch Movement

Examination Method: Servicing test

During a 7-hour test at an Examination Centre you service and correct a manual winding watch movement with introduced faults. Spare parts will be available.

Unit D16: Servicing and Correcting Faults in an Automatic Watch

Examination Method: Servicing test

During an 8-hour servicing test at an Examination Centre you service and correct an automatic watch with introduced faults. Spare parts will be available.

Unit D17: The Practical Servicing of Complex Watches

Examination Method: Completing a record of repairs

You prepare a record of repairs with specified repair processes giving details of fifteen watches that you have serviced, including two complex quartz watches, four automatic watches, five mechanical watches smaller than 7 ligne, and a chronograph. At least five of the movements should be cased.

Unit D18: The Theory of Complex Watches and their Repair, Restoration and Conservation

Examination Method: Written paper

This is a 2.5-hour theory exam at an Examination Centre.

Unit D19: The Practical Restoration and Conservation of Watches

Examination Method: Assembling a portfolio of work done (including the details of new components made)

You prepare a portfolio giving details of five items that you have restored or conserved. It is expected that each watch requires new components, which you have to make, and that you use advanced repair techniques.

Unit D20: Servicing and Correcting Faults in a Chronograph Movement

Examination Method: Servicing test

During a 16-hour two-day exam, at an Examination Centre you service and correct a chronograph movement with introduced faults. Spare parts will be available. Please note that the entry requirement of Unit D20 is that you have passed Unit D16 successfully.

EXAMINERS AND EXAM ASSESSMENT

Who are examiners?

The BHI Examinations Board sets the papers and creates the marking schemes.

It also monitors the invigilation of exams, appoints and oversees the work of the examiners, carries out internal validation of the marking, and administers the appeals process. The examiners are experienced horologists, who are recognised specialists in their field. They are trained to work with detailed marking schemes.

EAL provides both external validation of the qualifications and quality control of the Institute's procedures. It also acts as the awarding body and issues the diplomas.

How is your exam work assessed?

General

Examinations comprise of written theory papers, technical drawing tasks, practical servicing tests and the construction of test pieces. They also include an element of continuous assessment in the form of records of repairs and portfolios. All papers, test pieces and portfolios are independently assessed by two examiners and monitored by a Senior Examiner. They use detailed marking schemes. Assessment material is also periodically checked against archived examples to ensure that standards remain consistent over time.

Students working towards Level 4 and 5 and are planning either their Record of Repairs or Portfolio (or both) must follow the procedures set out in Parts 2 (Record of Repairs) and 3 (portfolio) of the EAL/BHI Examinations Guide. (parts 2 & 3 are supplied with the course)

Theory papers and technical drawings

Essay-type questions

Each exam paper indicates the maximum mark that has been allocated to a specific question. The mark awarded reflects the extent to which the candidate has demonstrated his or her familiarity with the subject. It is the technical content of the answer, which is assessed, not the presentation. So, while theory papers must be legible, marks are neither awarded nor deducted in respect of the accuracy of a candidate's spelling or grammar. The use of appropriate sketches to amplify and clarify your answers is recommended.

Mathematical questions

When answering mathematical questions, your answer should be laid out in a clear and logical manner. Calculators will be provided, but the approach you take to answering the question must be clearly shown:

On the other hand, a well laid-out answer clearly showing the working steps, with an incorrect result due to mathematical error, may well score sufficient marks to achieve a pass.

For short questions, examiners award one mark for each wholly correct answer; a partially correct answer can be awarded a half mark.

Technical drawings

Using British Standard BS 8888 for technical drawing and other relevant material, you are required to draw one of the following: Specified on the day of the exam with the option of clock or watch drawing

- Recoil Anchor Escapement;
- Graham dead beat escapement;
- Club toothed lever escapement – wheel and pallet action; or
- Club toothed lever escapement – safety action.

The exam drawing contributes a maximum of 75% to the total mark and the coursework drawing 25%. Marks are awarded by considering page layout, how closely you have followed the conventions of BS 8888, the directions in supplied material and the accuracy to scale of the printed drawing.

Practical servicing tests

In the examination of these units the emphasis is on the assessment of your ability to service clocks or watches – this is of course often what a job in the horological industry is about.

The nature and details of these tests is made clear in the relevant syllabi, but to summarise this information, during a practical servicing test you are provided with a clock or watch movement, in which faults have been introduced. You have to consider and then repair and service the movement as appropriate. On completion of the exam the movement must be fully assembled and in good working condition.

In Exam Unit D3 Servicing a Single Train Clock, for example, two broad (but essential) components of servicing are scrutinised by the examiner as follows:

- Critical: the functioning of the movement and the external appearance. After servicing, the movement has to be fit for purpose.
- Technical: the examiner makes a further assessment of your work by means of a detailed marking scheme including analysis of lubrication and the quality of the repair and a number of aspects of the servicing such as cleanliness and freedom from fingerprints on the movement and the going barrel.

You lose marks for any damage caused to the movement or the replacement of components that were previously in good condition.

Making practical test pieces

Candidates are required to make components or parts in their own workshops within a stipulated period of time (the exception being D8 where the work must be carried out at an approved examination centre). Each practical test piece is assessed against three broad criteria: accuracy; quality of workmanship; and quality of finish.

Accuracy: Key dimensions, fits and operation are checked for accuracy and tolerance. Maximum marks being awarded if the test piece is within the specified tolerance. The more out of tolerance the lower the mark.

Quality of workmanship: The Examiners inspect the piece to establish if the candidate has demonstrated an ability to achieve high standards of workmanship.

For example, the Examiners ask questions such as: cylindrical components have parallel sides and sharp internal corners, square shoulder and correct chamfer; are working clearances and fit correct; or have parts, where required, been hardened and tempered?

Quality of finish: Examiners inspect various aspects of the visible and hidden surface finishes such as: the absence of scratches and other marks; the quality and depth of bluing; the quality of polished surfaces – not forgetting the lack of fingerprints!

Records of Repairs and Portfolios

Candidates studying Levels 4 and 5 will find information on completing their record of repairs and assembling a portfolio in Parts 2 and 3 of the EAL/BHI Examinations Handbook. Supplied on purchase of the relevant DLC course.

Pass marks

The pass mark for each individual unit is 50%. Candidates who gain a pass mark of 75% or greater will be awarded a 'Pass with Merit'.

To be awarded any of the three diplomas, candidates must achieve a 'Pass' or 'Pass with Merit' in each relevant units.

Note

The results of candidates whose work falls on the cusp of the unit 'Pass' or 'Fail' mark or the border between 'Pass' and 'Pass with Merit' are scrutinised particularly carefully and will, as a matter of policy, be re-marked by a Senior Examiner.

Exam papers

Theory paper answer booklets, technical drawings, record of repairs documentation and practical test pieces are not returned to candidates. Level 5 candidates may request the return of their portfolio documentation (on payment of the return postal cost). The documents will NOT be returned until the relevant full qualification has been awarded by EAL and the annual EAL audit has been completed.

HOW DO YOU ENTER?

Entry forms

Examination entry forms can be downloaded from the BHI website (www.bhi.co.uk). If you have previously entered a BHI exam and received a certificate, then when completing your new entry form you must use the same format for your name and initials as you have used before.

Payment of fees

Entries must arrive at the BHI before the closing date and must be accompanied by the appropriate fee(s). Entries received after the closing date may be accepted but only at the discretion of the BHI – and always on payment of an additional late entry fee.

Refunds

No refund of fee(s) can be made if you are subsequently not present for the examination.

Reporting to your exam centre

You must plan your journey so that you have arrived at the Centre not less than one hour before the exam start time. Please note that you must then report to the Exam Monitor not less than 45 minutes before the exam start time. After reporting to the Exam Monitor, you must report to the exam room 15 minutes before the stated time for the start of the exam.

Late arrivals may not be admitted to the exam room.

WHAT CAN YOU EXPECT AT AN EXAMINATION CENTRE?

An examination centre may make a slight adjustment to the time of examinations. You will be advised of any such change by the Institute or the centre staff. **You must arrive not less than one hour before the exam start time** so that you can report to the Exam Monitor 45 minutes before the exam start time. **After reporting to the Exam Monitor you must report to the exam room 15 minutes before the stated time** for the start of the exam.

At the centre you will be required to provide the Exam Monitor and Invigilator with proof of identity such as a passport, driving licence or other photo ID.

For all written and drawing examinations you may only take writing and drawing equipment into the Examination Room. Four-function calculators will be provided. **Mobile phones, cameras, smart watches or any connective devices are not permitted.**

For practical servicing examinations you are provided with a clock or watch (as appropriate) which has a number of introduced faults. Spare parts and equipment will be available. You are **not allowed** to bring clocks, watches, movements, components, etc., into the examination room. With your confirmation of exam entry, we will provide a list of equipment and tools available in the examination room. You may bring any supplementary hand tools with you on the day of the exam.

For examination units D6 and D8 a printer will be available at your Exam Centre and we will confirm the file format, printer make, model and printer driver software which you must install on your computer and be familiar with before the exams. This is necessary as your finished **work must be printed true to scale. It is your responsibility to ensure the specified printer software is correctly configured so that your finished work is printed true to scale.** Work that is found to not be printed true to scale will not be considered further by the examiners.

Alternatively, you may prefer to complete examinations D6 or D8 by hand. In which case, drawing boards and paper will be provided.

WHAT HAPPENS IF YOU HAVE SPECIAL NEEDS?

Every effort will be made to accommodate applications from candidates with special needs or particular assessment requirements. However, there is no guarantee that the BHI will be able to reasonably make arrangements if applications are late or not accompanied by the required supportive information (see below).

Special provision

Special provision, needed for example because of the effect of a disability or learning difficulty or because English is not your first language, can be arranged. Special Provision must be agreed before the exam takes place and may take the form, for example, of extra time.

If you seek special provision, you must provide documentary evidence of the condition and **submit it with your entry form**. This evidence must include a specialist's report, describing your condition with recommendations for suitable provision.

A specialist is, for example, an educational psychologist, a qualified specialist teacher or a medical practitioner.

The BHI will do what is 'reasonable' in terms of accommodating candidates with special needs. What is reasonable will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, will also be taken into consideration.

Decisions on special provision are based on national UK guidelines. Notification of the special provision will be sent to you not less than one month before your examination date. A copy of the notice is also sent to your examination centre.

Special consideration

Special consideration can be requested after your exam if it is felt that, due to illness, injury or indisposition, you have underachieved during the exam. In the case of a theory, technical drawing or practical servicing test exam, this request must be submitted **within seven days of the date of the examination**. In the case of a practical exam which requires a practical test piece to be constructed, the request must be made immediately after the onset of the difficulty. All such requests to be submitted complete with supporting evidence such as medical or other reports. The Examinations Board will subsequently determine the special consideration to be granted and will inform you accordingly.

WHAT HAPPENS IF YOU ARE NOT IN THE UK?

Although the EAL/BHI diploma awards are UK qualifications, like our DLC courses, they are generally open to candidates from other countries and can be taken in your country of residence.

The exceptions, which must be taken in the UK are:

- Unit D9: Servicing and Correcting Faults in a Striking Clock Movement
- Unit D11: The Theory of Complex Clocks and their Repair, Restoration & Conservation
- Unit D16: Servicing and Correcting Faults in an Automatic Watch
- Unit D18: The Theory of Complex Watches and their Repair, Restoration & Conservation
- Unit D20: Servicing and Correcting Faults in a Chronograph Movement

When you apply to enter an exam outside the UK, it is your responsibility to identify a suitable invigilator. Such an invigilator will normally be a Justice of the Peace (or equivalent); an accredited member of the BHI Member (MBHI) or Fellow (FBHI). Alternatively, we may accept a teacher in a recognised educational establishment. You must submit full details of your proposed invigilator for approval by the BHI Exam Board. We will require name, address, telephone numbers, email and qualifications at the time of submitting your entry for the exam.

We have the following procedures for examinations conducted outside the UK.

Written paper examinations including technical drawing: Exam papers, together with information about the conduct of the examinations, will be sent by post or email to the invigilator prior to the exam.

Practical servicing tests: Papers for practical servicing tests, together with the relevant clock or watch, will be emailed or posted to the invigilator. The invigilator is required to return the relevant clock or watch to the BHI together with a signed declaration to the effect that the exam has been conducted in accordance with the EAL/BHI regulations.

Making practical test pieces: Instructions will be emailed directly to candidates on the morning of the commencement of the examination window. You may order material kits at the time you complete and submit your examination entry form.

Deposits: Overseas candidates receiving clocks or watches from the BHI for the purposes of practical tests and their assessments are required to pay a deposit. The deposit, which is for a token amount, is to cover the costs of insuring the item for loss or damage in transit after you have completed your examination. The deposit will be refunded when the clock or watch has been received at Upton Hall and inspected by the Examiners.

Records of repairs and portfolios: Candidates studying Levels 4 and 5 will find information on completing their record of repairs and assembling a portfolio in Parts 2 and 3 of the EAL/BHI Examinations Handbook.

Interviews with a member of the Examinations Board: Interviews may be necessary for overseas candidates who take the exam units D10 and/or D13, D17 and/or D19, as applicable. If interviews are necessary, we shall inform you before you come to the UK to sit other unit exams. The interview will be with a representative of the Examinations Board, who will discuss your Record of Repairs D10 or D17 and if submitted, your Portfolio D13 or D19.

EXAMINATIONS GUIDE

The examination centre in the UK is Upton Hall, the headquarters of the BHI. Upton is near Newark in Nottinghamshire, and we can provide basic overnight accommodation on a first come first served basis.

HOW DO YOU GET THE RESULTS?

We endeavour to dispatch all results during early August. You will receive a statement of your individual unit exam results for the current year, together with a summary of your exam record to date.

If you have successfully completed one of the three BHI diploma examinations, the results document also details the level of your overall award.

Towards the end of October, you are invited to receive your certificates and diplomas at the BHI Awards and New Members Day which is held at Upon Hall in the autumn

Alternatively, you can choose to receive them by post.

APPEALS PROCEDURE

If you feel that there is an error in your results, you can appeal to us for a unit (or units) to be re-assessed. An appeal, which must be received no later than 31 August, must clearly state the grounds upon which the appeal is being lodged.

The appeal request must also be accompanied by payment of the relevant fee (which can change from year to year). In the event of a successful appeal, this fee is refundable.

The appeal process should not be entered into lightly. If you are thinking about an appeal on the grounds that you only just failed a unit by a few marks, or indeed only just missed out on a 'Pass with Merit', you ought to remember that your work will already have been additionally assessed by a Senior Examiner.

The BHI Chief Examiner is responsible for administering the appeal process. He or she will arrange for the candidate's work to be re-assessed by two other members of the Examinations Board – that is to say, examiners who were not responsible for the original assessment. Together these three individuals constitute an appeal panel. The role of the appeal panel is to consider whether or not the outcome of the initial assessment was correct.

When the appeal panel has completed its deliberations, the Chief Examiner will notify you exactly how the panel considered your appeal and its decision.

The BHI, having followed this appeal process, will have been deemed by EAL to have fulfilled its duty to the candidate and no further appeals will be considered.

HOW TO CONTACT US

To contact us, or if you are looking for general help or advice on the BHI exams, please email or telephone the BHI Education Secretary, Maxine Bell,

at maxine@bhi.co.uk or +44 (0)1636 817604. Alternatively, you may write

to:

Maxine Bell,

The Education Secretary
British Horological Institute
Upton Hall
Upton,
Newark
Nottinghamshire
NG23 5TE
United Kingdom

CUSTOMER SERVICE STATEMENT

The BHI works closely with the awarding body EAL to ensure the provision of quality examinations for clock and watchmaking.

The Institute is committed to providing at all times a service which is open and informative, efficient, courteous and cost-effective.

The BHI will endeavour to acknowledge all correspondence concerning examinations within ten working days of receipt.

Complaints concerning examinations will be acknowledged within ten working days. Your complaint will be investigated by a panel, drawn from the Examinations Board, who will notify you of their decision as soon as is practicable or within 21 working days whichever is the sooner.

All candidates will be made aware of the costs of entry for an exam unit at the time of their application to enter it.

Candidates will receive their examination results in early August.

At the time of receiving their results, candidates will receive a copy of the Chief Examiner's Report relating to each of the examination units.

Candidates who believe that a mistake has occurred in the marking of a unit – be it a written paper, drawing, practical test piece or portfolio – can appeal by requesting a reassessment.

The BHI undertakes to declare the fee which is applicable to any appeal at the time that examination entries are taken and ensures this will not be changed. The Institute also undertakes to complete an appeal within 21 working days of the closing date for appeals. Candidates will receive notification from the Chief Examiner informing them of the outcome of their appeal and, if the appeal results in a change to the original assessment (for example, from a 'Fail' to a 'Pass' or from a 'Pass' to a 'Pass with Merit'), the appeal fee will be refunded.

Candidates will receive their certificates during an annual awards ceremony at Upton Hall. Candidates who cannot attend the ceremony will have their certificates posted to them.



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Training Clock
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Since 1858

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