

BCS IT User Qualifications

Learner Appeals Policy

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1. Introduction

This policy is aimed at our learners who are enrolled on or have taken a BCS approved qualification or unit. It sets out the process you should follow when submitting appeals to us and the process we will follow when responding to enquiries and appeals. It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

2. When can I appeal?

- If you disagree with the results of your assessment
- If you believe that we did not apply procedures consistently or that procedures were not followed properly and fairly in relation to the assessment decision
- If you disagree with our decision on the allocation of reasonable adjustments or special consideration
- If you disagree with the action taken against you following an investigation into malpractice

You must submit notice of an appeal within 20 working days of your assessment.

3. Process

In the first instance you must go through your Centre's Appeals Process before bringing the matter to BCS. All Centres are required to have their own appeals policies which you are entitled to request if you wish to make an appeal. In the event that you are still not satisfied with the response by the Centre then you can raise the appeal with BCS. You will be required to provide written evidence of the appeal you have submitted to the Centre.

When submitting an appeal please provide relevant supporting information such as the following where relevant:

- your name and BCS registration number
- date(s) you received notification of a BCS result
- title and number of the BCS qualification affected or nature of service affected (if appropriate)
- full nature of the appeal
- contents and outcome of any communications relating to the investigation carried out the Centre

The appeal is considered by the Quality Assurance Team who acknowledge receipt of the appeal and will decide if there is a case for appeal

The appeal must be sent to qualityassuranceteam@bcs.uk.

4. Payment

You can make payment by debit or credit card by calling Customer Service team on + 44 (0) 1793 417 424. Alternatively, you can send a cheque made payable to 'BCS'.

The standard appeal fee is £10.00 + VAT.

If you wish to escalate the appeal so that it is assessed by an independent reviewer then there will be an additional £100.00 + VAT payment required.

BCS will not start the investigation into the appeal until payment has been made. A full refund will be made if the appeal is upheld unless the appeal is for marks to be upgraded due to an illness and then the fee will not be returned.

5. How long will it take to review?

We aim to acknowledge receipt of the appeal within two working days and provide a decision within 20 working days. This may take longer, for example, if a centre visit is required. In such instances, we'll let you know of the likely timescale.

6. The Decision

If we agree we will uphold the appeal and there will be two possible outcomes:

- 1) We will reissue your result and upgrade it from a fail to a pass
- 2) We will allow you to re-sit the examination at no cost

If there is clearly no case for appeal then the appeal will be rejected and you will be given the reasons for the decision. The results of the appeal will be recorded and you notified in writing of the decision.

In all instances we will ensure that the person carrying out the investigation will not have a personal interest in the decision being appealed.

7. Independent Review

You have the right to a final independent review if you do not agree with the BCS decision. If you wish to seek an independent review you must advise us of this within 15 working days of the BCS decision.

This will be carried out by someone who is not a BCS employee, a BCS assessor or anyone connected to BCS. The independent reviewer will also be someone with the relevant competence to make a decision in relation to the appeal and will not have a personal interest in the decision being appealed.

The independent review process may involve:

- a discussion with you as the learner
- a discussion with relevant BCS staff
- a request for further information from you, the Centre or BCS personnel
- a Centre visit by authorised BCS personnel

Due to the fact that it is an independent review we are obliged to pay an external person to undertake this review on your behalf. As a result, there will be an additional appeal payment of £100.00 + VAT.

In the unlikely event that you are still unhappy with the outcome you are entitled to raise this directly with the relevant Regulator such as Ofqual or Qualification Wales.

8. Monitoring and Review

We will review the policy annually and revise it as and when necessary in response to customer feedback. If you would like to feedback any views please send in your comments to compliance@bcs.uk.