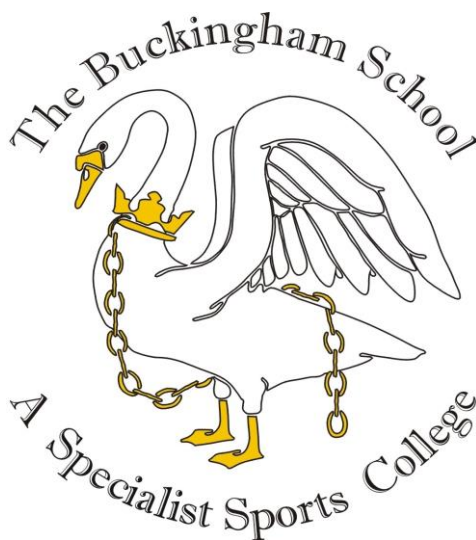


THE BUCKINGHAM SCHOOL
A SPECIALIST SPORTS COLLEGE

BCS IT User Qualifications
LEARNER APPEALS POLICY



NAMED PERSON: SLT Link

ATTACHED COMMITTEE: ATL

Adopted: September 2016

Review Date: September 2017

Success for all through Achievement, Challenge & Enjoyment

The Buckingham School - BCS Appeals Procedure

This policy relates to the delivery of the BCS ECDL qualification at The Buckingham School. It will be reviewed and updated annually or when required. The policy is published on the school website so that it may be accessed by students.

For Automated Assessment the BCS requirements are:

Learners who are unhappy with any aspect of the assessment process should first discuss the problem with their Centre Representative or the Centre Manager or representative **within 5 working days** of receiving their result. The Learner must make the reasons for their dissatisfaction clearly, in writing, at this time.

Assessments are undertaken using automated testing software which has been approved by the ECDL Foundation. In the event of a Learner raising a complaint, the assessment report that will have been produced by the system will be fully discussed with the Learner.

An action plan will be agreed and a further assessment date scheduled. In some circumstances the Learner may be offered a free re-test (e.g. if there had been hardware or software problems)

If the Learner is unhappy with the decision of the Centre Manager the Learner must write to the Head of Centre within 5 working days who will fully review the complaint and attempt to find a solution.

The Centre will keep a written record of each stage of the process with dates and outcomes.

If a Learner is not able to resolve an appeal at the approved centre then he/she has the right to appeal to BCS. This may be done via the Centre Manager or direct to the BCS Quality Assurance Team in writing with the relevant supporting information.

Learner appeals must be made to BCS within 20 days of the date of the assessment together with the appeal fee of £10. This fee will be refunded if the Learner's result improves following the appeal. The address will be supplied on request.

BCS aim to acknowledge receipt of the appeal within two working days and provide a decision within 20 working days. BCS will inform the Learner of the likely timescale if this may take longer.

If BCS agree to uphold the Learner's appeal there will be two possible outcomes:

1. They will reissue the Learner's result and upgrade it from a fail to a pass
2. They will allow the Learner to re-sit the examination at no cost

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

Learners also have the right to a final independent review if they do not agree with the BCS decision. If Learners wish to seek an independent review they must advise BCS 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.

Recommended associated documents:

- BCS Malpractice & Maladministration Policy
- BCS Reasonable Adjustments & Special Consideration Policy
- BCS Quality Assurance Procedure