



CARDINAL NEWMAN
CATHOLIC SCHOOL

July 2018

Date of Next Review:
July 2019

**BCS Learner Appeals
Procedure**

BCS LEARNER APPEALS PROCEDURE

Centre Number - 56810

Member of staff responsible: Hayley Hall (BCS Centre Manager)

Date of Implementation: July 2018

Audience: Parents/Staff/Governors

Status: Recommended by BCS

This policy relates to the delivery of the BCS ECDL qualification at **Cardinal Newman Catholic School and Newman College, Hove**. It is the responsibility of the Centre Manager and will be updated annually or when required. The policy is published on the school website so that it may be accessed by students.

Cardinal Newman Catholic School and Newman College are committed to ensuring that where staff assess students' work for external qualification; this is done consistently and in accordance with the specification for the BCS qualification.

The policy is designed to promote quality, consistency, accuracy and fairness in assessment and thus, awarding. In all cases the final awarding decisions are taken by the Awarding Bodies. As such all assessment will be conducted by staff who have relevant knowledge and understanding, and who have been trained in the process.

For all assessments:

- Learners who are unhappy with any aspect of the assessment and award process should first discuss the problem with their Centre Manager. The reasons for dissatisfaction must be made clear by the Learner at this time.
- The Centre Manager will keep a record of such discussion together with date and outcome.
- 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. Learner appeals must be made to BCS as per the BCS Learner Appeals Policy within 20 days of the assessment together with the appeal fee, currently £10.00 + VAT. This fee will be refunded if the Learner's result improves following the appeal. The address will be supplied on request.
- BCS will acknowledge receipt of the appeal and advise the Learner or centre of the timescale for a decision. The BCS Representative will investigate the circumstances of the appeal and make a report to the appeals panel. In very exceptional cases, the appeals panel may request the Centre Manager possibly accompanied by the Learner to attend a meeting of the panel to provide further explanation of the circumstances of the appeal.
- Appeals panel decisions will be given in writing to the Centre Manager and the Learner and are final.

- During any stage of the Appeals Procedure the Learner is entitled to be represented or accompanied, should they wish.

For Automated Assessment:

- 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).