

Learner Appeals Procedure – BCS

This Policy is aimed at the candidate entered into the BCS Qualification delivered by the Wellington Academy.

- Learners who are unhappy with any aspect of the assessment process should at first discuss the problem with their tutor, within 5 working days of receiving their results
- The learner must make their reasons clear at the 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 Lerner.
- An Action plan will be agreed and further assessment date scheduled. In some circumstances the learner may be offered a free re-test (e.g. if there had been some hardware or software problems)
- If the learner is unhappy with the decision of their tutor, the learner must write to the Head of Year within 5 working days who will fully review the complaint and attempt to find a solution.
- The Academy will keep a written records of each stage of the process with dates and outcomes.
- If a learner is not able to resolve an appeal within the Academy then he/she has the right to appeal to BCS. This may be done via the Tutor or direct to the BCS Quality Team in writing. Learner appeals must be made to BCS within 90 days of the date of the assessment together with the appeal fee. This fee will be refunded if the learners results improve following an appeal. The address will be supplied on request.
- BCS will acknowledge receipt of the appeal and advise the Leaner or the Academy of the timescale of the 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 tutor possibly accompanied by the learner, to attend a meeting of the panel to provide further explanation of the circumstance of the appeal.
- Appeals panel decision will be given in writing to the tutor and the learner and are final.

Centre Managers Signature.....

Date.....