

Belfast Model School for Girls

Candidate Appeals Procedure (for BCS awards)

Achievement for All



Any candidate who is unhappy with any aspect of the assessment and award process should first discuss their problem with their ECDL trainer or Centre Manager (Dr Pinkerton). If this does not provide satisfaction, you may invoke the Centre's appeals procedure.

If a candidate is not able to resolve an appeal at the approved centre then he/she has the right to appeal to the BCS. This may be done via the Centre Manager or direct to the BCS Quality Team in writing. Candidate appeals must be made to the BCS within 90 days of the date of the assessment with a fee of £10. This fee will be refunded if the candidate's result improves following the appeal. The BCS will acknowledge receipt of the appeal and advise the candidate 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 candidate, 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 candidate and are final.

If the decision affects other results, appropriate steps will be taken to protect the interests of all candidates and the integrity of the qualification.

The Belfast model School for Girls' BCS Candidate Appeals procedure is detailed below and applies to **Automated Assessment**

- Candidates who are unhappy with any aspect of the assessment process should first discuss the problem with their ECDL trainer or the Centre Manager within 5 working days of receiving their result
- The candidate must make the reasons clear at this time
- Assessments are undertaken using automated testing software which has been approved by the ECDL Foundation. In the event of a candidate raising a complaint the assessment report that will have been produced by the system will be fully discussed with the candidate
- An action plan will be agreed and a further assessment date scheduled. In some circumstances the candidate may be offered a free re-test (e.g. if there had been hardware or software problems)
- If the candidate is unhappy with the decision of the Centre Manager the candidate must write to the named representative within 5 working days who will fully review the complaint and attempt to find a solution
- The Centre Manager will keep a written record of each stage of the process with dates and outcomes
- If the candidate is still unhappy then he/she has the right to appeal to the BCS Awarding Body. This may be done via the Centre Manager or direct to the BCS Quality Co-ordinator in writing.

BCS

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North Star Avenue
Swindon, UK, SN2 1FA

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