



QUALIFICATIONS

Enquiries and Appeals Statement

Enquiries

The BCS provides an enquiry service for Approved Centres seeking to clarify assessment decisions affecting candidates' results for all BCS qualifications.

Centres should send an email to qualifications@hq.bcs.org.uk providing their Centre ID number and the candidate's qualification registration number. The message will be forwarded to the relevant member of the enquiry team who will respond within five working days.

Candidate Appeals

Prior to receiving approval from the BCS, all Approved Centres are required to have a candidate appeals procedure which is approved by the BCS and issued to candidates.

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. Cheques should be made payable to 'The British Computer Society'

The BCS will acknowledge receipt of the appeal and advise the candidate or Centre of the timescale for a decision.

If there are sufficient grounds a meeting of the appeals panel will be convened. The appeals panel will include an independent member who is not, and has not been, a member of BCS boards or committees, or an employee or examiner at the BCS, at any time during the past seven years.

The circumstances of the appeal will be investigated and a report made 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.

Centre Appeals

Accreditation Appeals

The BCS Awarding Body approach to Centre approval is aimed at ensuring that Centres and potential Centres do not make their applications for Centre approval until they are ready to do so. However, there will inevitably be cases where Centre approval is not granted or where it is restricted or made subject to certain actions being taken. In such cases, the Centre has the right to appeal.

The BCS Awarding Body may refuse to register a Centre because of, for example, perceived lack of occupational competence, resources or health and safety or equal opportunities provision.

Following a visit from a representative from the BCS, a Centre may be required to undertake remedial actions to deal with problems found. Usually the Centre will be given a date by which the actions must be taken. Centres may appeal against such decisions.

Centres who wish to appeal should contact the Senior External Verifier at BCS, who will advise them how to proceed. Essentially, the Centre will be required to put in writing their reasons for appeal. These will be considered by a panel of IT professionals drawn from the BCS, an independent representative will also be included. The Centre Manager or co-ordinator may be requested to attend a meeting of the panel in order to explain the circumstances and reasons for the appeal. Appeals panel decisions will be given in writing to the Centre Manager and are final.

Audit Appeals

Following a visit from a representative from the BCS, a Centre may be required to undertake remedial actions to deal with problems found. Usually the Centre will be given a date by which the actions must be taken. In extreme cases, the Centre may be required to suspend some or all assessment activities until problems are rectified, Centres may appeal against such decisions.

Centres who wish to appeal should contact the Senior External Verifier at BCS, who will advise them how to proceed. Essentially, the Centre will be required to put in writing their reasons for appeal. The Senior External Verifier will consider the appeal based on the evidence provided it may be that the issue/s can be resolved at this stage. However, if this is not possible then the appeal will be considered by a panel of IT professionals drawn from the BCS, an independent representative will also be included. The Centre Manager or co-ordinator may be requested to attend a meeting of the panel in order to explain the circumstances and reasons for the appeal. Appeals panel decisions will be given in writing to the Centre Manager and are final.