

Appeals Policy



Reviewed: November 2016
Next review: September 2017

Ark William Parker Academy have reviewed and adopted BCS Appeals Policy.

Introduction

This policy highlights the responsibilities of Ark William Parker and the BCS appeals process for learners. It sets out the process you should follow when submitting appeals to BCS and the process that will follow when responding to enquiries and appeals.

Ark William Parker Academy responsibility

It is important that our staff involved in the management, assessment and quality assurance of our qualifications and our learners are aware of the contents of the policy.

In addition, we must have internal appeal arrangements which learners can access if they wish to appeal against a decision taken by Ark William Parker Academy. If an individual wishes to appeal against a decision taken by Ark William Parker Academy it must first of all go through Ark William Parker Academy appeals process before bringing the matter to BCS.

Review arrangements

We will review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities (eg to align with any appeals and complaints process established by the regulatory authorities such as Ofqual).

If you would like to feedback any views please contact us via the details provided at the end of this policy.

Fees

Candidate appeals must be made to BCS within 60 days of the date of assessment with a fee of £10. This will be refunded if the candidate's result improves following the appeal. Cheques should be made payable to 'BCS Learning and Development Limited'.

Areas covered by the policy

This policy covers:

- appeals from learners and/or Ark William Parker Academy in relation to an assessment decision on the basis that we did not apply procedures consistently or that procedures were not followed properly and fairly
- appeals from Ark William Parker Academy in relation to a BCS decision concerning Ark William Parker Academy application to offer a BCS qualification.
- appeals from Ark William Parker Academy concerning the contents of Ark William Parker Academy monitoring review.
- appeals from Ark William Parker Academy and/or learners relating to a BCS decision to decline Ark William Parker Academy request to make reasonable adjustments or give special considerations
- appeals from Ark William Parker Academy or learners in relation to the application by BCS of a sanction/action on a centre resulting from a review visit or an investigation into malpractice or maladministration or a decision to amend a learner/set of learners results

following a malpractice or malpractice investigation

- appeals from Ark William Parker Academy relating to a decision made by BCS following an investigation into a complaint about a centre.
- appeals if you believe we have not applied our procedures consistently or that procedures were not followed properly, consistently and fairly.

Process for raising an appeal

Ark William Parker Academy (and our learners) have 60 days from the date we notified you of the decision you are appealing against in which to lodge an appeal against BCS decision - this includes assessment results; hence please advise your learners/staff to retain their course evidence until they receive their result.

If you appeal on behalf of your learners you must ensure that you have obtained the written permission of the learner(s) concerned as grades/results can go down as well as up as a result of an investigation.

Learners who wish to appeal about their assessment results or about a related decision should either be supported by Ark William Parker Academy and should have exhausted Ark William Parker Academy own appeals process before appealing to us. In the latter case, learners must provide us with evidence that they have first appealed to Ark William Parker Academy. It's expected that learners will only appeal directly to us in exceptional circumstances.

When submitting an appeal please provide relevant supporting information such as the following where relevant:

- learner's name and BCS registration number
- date(s) you or the learner received notification of a BCS decision
- title and number of the BCS qualification affected or nature of service affected (if appropriate)
- full nature of the appeal
- contents and outcome of any investigation carried out by you relating to the issue

BCS Process - Initial review of the appeal details

Upon receipt of all appeals BCS Client Services Team we will acknowledge receipt of the appeal within 2 working days and aim to respond fully to the initial review of the potential appeal within 20 working days. Please note that in some cases the review processes may take longer, for example, if a centre visit is required. In such instances, we'll contact all parties concerned to inform them of the likely revised timescale.

The first stage will be for us to undertake an initial, informal assessment of a potential appeal to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. In all instances we will ensure that the person carrying out this initial check will not have a personal interest in the decision being appealed.

Following the initial review of the potential appeal we will write to the appellant with details of BCS decision to either:

1. Amend BCS original decision in light of the new rationale/evidence being put forward and which has now been reviewed
2. To confirm we stand by the original decision and in doing so the rationale for this decisions and

request that you confirm, within 15 working days, whether you now accept this decision or if you wish to formally proceed to BCS formal appeals process which will be carried out by an independent party.

Seeking an independent review

If you decided to proceed to the independent appeal stage we will arrange for an independent review to be carried out.

This will be carried out by someone who is not an employee of BCS, an assessor working for BCS, or otherwise connected to BCS. The Independent Reviewer will also be someone with the relevant competence to make a decision in relation to the appeal and will not have a personal interest in the decision being appealed.

The Independent Reviewer will evaluate all the evidence from the above stages and review if BCS has applied their procedures fairly, appropriately and consistently in line with their policy.

The independent review process may involve:

- a discussion with the appellant or the learner and BCS personnel
- a request for further information from the appellant, the learner or BCS personnel
- Ark William Parker Academy visit by authorised BCS personnel.

The Independent Reviewer's decision is final in relation to how BCS will consider such appeals and we'll let you know the outcome of the review within 20 working days of receipt of the third appeal. If Ark William Parker Academy /learner is still unhappy with the outcome at this stage they are entitled to raise the matter with the relevant qualification regulator (eg Ofqual in England).

Successful appeals and/or issues brought to BCS attention by Ofqual

In situations where an appeal has been successful, or where an investigation following notification from Ofqual indicates a failure in BCS processes, BCS will give due consideration to the outcome and will as appropriate take actions such as:

- amend the record of the centre concerned
- identify any other learners who have been affected correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure (eg and amend the results for the learner(s) affected following an appropriate investigation)
- review BCS associated processes and policies to ensure that the failure does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected

We will also cooperate with any follow-up investigations required by the qualifications regulators and if appropriate agree any remedial action with them.