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| <i>Policy/Procedure Title</i>   | <b><i>Learner Appeals Procedure for BCS Qualifications</i></b> |
| <i>Policy Owner</i>   | <i>Deputy Principal</i>  |
| <i>Link Governor (if any)</i>   |  |
| <i>Version No.</i>  | <i>1</i>   |
| <i>Approved by</i>  | <i>Headteacher (operational procedure)</i>                     |
| <i>Approved on</i>  | <i>June 2017</i>   |
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| <i>Date of Next Review</i>  | <i>By 31 May 2018</i>  |
| <i>Publication Location</i>   | <i>Website/curriculum drive</i>                                |
| <i>Other Related Policies (if any)</i>                                  | <i>Exams Policy</i>  |

The purpose of UTC Cambridge's Learner Appeals Procedure for BCS qualifications is to set out steps that learners should take if they wish to appeal the process of their assessment or award. The procedure is intended for learners and staff. UTC Cambridge's procedure dovetails into the BCS Learner Appeals Policy, a link to which is published on the UTCC website.

**For all assessments:**

- Learners who are unhappy with any aspect of the assessment and award process should first discuss the problem with their Deputy Principal, who is the Centre Manager. The reasons for dissatisfaction must be made clear by Learner at this time.
- The Centre will keep a record of such discussion together with date and outcome.
- If a Learner is not able to resolve an appeal at UTC Cambridge then he/she has the right to appeal to BCS. This may be done via the Deputy Principal, who is 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.
- During any stage of the Appeals Procedure the Learner is entitled to be represented or accompanied, should they wish.

**For Manual Marking:**

- Where necessary the assessment will be re-marked
- If this does not provide satisfaction the Learner may raise a formal appeal in writing to the Centre Manager (Deputy Principal), outlining clearly the circumstance of the appeal
- If required, the assessment will be re-marked again, and any aspects of the Learner's performance during the assessment taken into consideration
- In some circumstances the Learner may be offered a free re-test (e.g. hardware or software problems).

**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).

**For Evidence Based Assessment:**

- The Learner should appeal in writing to the Assessor clearly stating their reasons for disagreement and the evidence in the portfolio which the Learner believes meets the competence requirements of the knowledge and understanding and skills and techniques. The Assessor will meet with the Learner and go through the assessment process, clearly explaining the outcome. The Assessor will confirm the outcome in writing to the Learner.
- Learners who are not satisfied with the outcome following a meeting with their Assessor, may then appeal in writing to the Internal Verifier. The Internal Verifier will meet with the Learner and the Assessor and will confirm the outcome in writing to the Learner.
- Learners who are not satisfied with the outcome following meeting with their Assessor and Internal Verifier and have exhausted all of the internal appeals procedures may then appeal in writing to BCS. UTC Cambridge will be requested to provide reports from Stages 1 and 2.