

# Learners' Appeals Procedures

This policy relates to the delivery of the BCS User Experience Foundation Certificate at On-Off Group (UXMNL Inc.).

The policy is published on the company website so that it may be accessed by students.

## **For Automated Assessment the BCS requirements are:**

Learners who are unhappy with any aspect of the assessment process should first discuss the problem with their Centre Representative or the Centre Manager or representative within 5 working days of receiving their result.

The learner 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 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 re-test (e.g. if there had been hardware or software problems).

If the learner is unhappy with the decision of the Centre Manager the learner must write to the Head of Centre within 5 working days who will fully review the complaint and attempt to find a solution.

The Centre will keep a written record of each stage of the process with dates and outcomes.

If a Learner is not able to resolve an appeal at the approved centre then he/she has the right to appeal to BCS. This may be done via the Centre Manager or direct to the BCS Quality Team in writing. Learner appeals must be made to BCS within 20 days of the date of the assessment together with the appeal fee, currently £10.00 + VAT. This fee will be refunded if the Learner's result improves following the appeal. The address will be supplied on request.

BCS will acknowledge receipt of the appeal and advise the Learner 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 Learner, 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 Learner and are final.