



Learner Appeals Policy

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This document forms part of our Management Systems and compliance is mandatory for all staff and contractors. If you find any weaknesses in the document or examples of non-compliance, please report it to the Compliance Team at compliance@bcs.uk.

1. Introduction

This policy is aimed at learners who are enrolled on or have taken a BCS approved qualification, certification or unit. It sets out the process learners should follow when submitting appeals or re-mark requests to BCS and the process we will follow when responding to enquiries and appeals. It is also for use by BCS staff to ensure they deal with all appeals in a consistent manner.

2. Training Provider's Responsibility

All Training Providers are required to have their own appeals policies which the learner is entitled to request if they wish to make an appeal. It is important that staff involved in the management, training or assessment and quality assurance of BCS qualifications and/or certifications and learners are aware of the contents of this policy.

There is a separate appeals policy for Digital IT Apprenticeship EPAs, please refer to the End-Point Assessment Appeals Policy.

3. When can I appeal?

- If a learner believes that BCS did not apply procedures properly, fairly or consistently in relation to the assessment decision;
- If a learner disagrees with our decision on the allocation of reasonable adjustments or special consideration;
- If a learner disagrees with the action taken against them following an investigation into malpractice;
- If a learner believes there were errors with the question paper that impacted the result;

Please note that BCS will not accept appeals if the only grounds are that the learner is unhappy or disappointed with the result. In these circumstances we suggest that the learner speak to their Training Provider to get feedback on areas where they could improve.

If the learner is looking for their mark to be reviewed due to sickness or other extenuating circumstances that took place at the time of the examination, please see the [Access Arrangements, Reasonable Adjustments and Special Considerations Policy](#).

The learner can request a re-mark on failed written exams or where a Distinction grade was narrowly missed. Re-mark requests will not be accepted for any multiple-choice examinations as these are marked electronically.

If the learner would like the Training Provider to act on their behalf, please ensure that the ATP have been given written permission to do so.

The learner must submit notice of an appeal within 20 working days of the assessment/examination result being released. Any appeals received after this date will be reviewed on a case by case basis and may be allowed to proceed if there are extenuating circumstances as to why the appeal was not submitted within the required timeframe.

4. Process for raising an Appeal

All appeals must be submitted in writing to customerservices@bcs.uk within 20 working days of the examination result date.

BCS will acknowledge receipt of the appeal within 2 working days. Once the appeal fee has been received, details will be directed to the relevant team for an investigation to take place.

5. What details do I have to give?

The [Learner Appeals Form](#) is available to capture all required information and may be requested as part of the appeal. When submitting an appeal please provide us with:

- full name;
- BCS registration number (if known);
- examination date
- examination title
- details of the appeal;
-

6. Fees

BCS will charge the following to review the appeal/re-mark:

Qualification	Automated Assessment Appeal	Manual Assessment Appeal / Re-mark	Independent Review
Higher Education (HEQ)	N/A	£100	£100
Professional Certifications	N/A	£100	£100
Education	£10	£100	£100

(Fees are subject to VAT unless exemptions apply)

Please note that results can go down as well as up following the investigation or re-mark.

Re-mark and appeal requests will not be accepted for any multiple-choice examinations as these are marked electronically.

For independent reviews BCS is obliged to pay an external subject matter expert to undertake the review on the learner's behalf and so incurs an additional fee.

BCS will not start the investigation into the appeal or re-mark until payment has been made. A full refund will be made if the appeal is upheld.

Payments can be made by debit or credit card by calling the BCS Customer Service team on + 44 (0) 1793 417 417. Alternatively, a cheque can be sent to the address below made payable to BCS;

BCS Customer Service Team,
3 Newbridge Square
Swindon
Wiltshire
SN1 1BY

7. How long will it take to review?

BCS will acknowledge receipt of the appeal within 2 working days, letting the learner know who will be investigating the appeal. The appeal will be investigated by someone who has no personal interest or involvement in the matter of the appeal.

BCS will aim to provide the learner with the outcome of the appeal within 20 working days. Please note that in some cases the review processes may take longer, for example, if a Training Provider visit is required. If this is the case, we will contact the learner to let them know and provide the likely revised timescales.

8. Decision

The outcomes of any appeal against a decision may be either to uphold the appeal or to reject it. If we do not believe there is a valid case for the appeal the learner will be given the reasons for the decision. BCS will inform the learner of the decision in writing.

9. Independent Review

If the learner does not agree with the decision, then they have the right to a final independent review, this must be made within 15 working days of the decision.

This will be carried out by someone who is not a BCS employee. The independent reviewer will also be someone with the relevant competence to decide in relation to the appeal.

The Independent Reviewer may involve a further discussion with relevant parties involved in the appeal.

The Independent Reviewer's decision is final in relation to how BCS will consider such appeals and we will let the learner know the outcome of the review within 20 working days of receipt of the independent review request.

If the learner is still unhappy with the outcome the learner is entitled to raise this directly with the relevant Regulator (this applies to regulated qualifications only).

10. Review Arrangements

BCS 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. Anyone who wishes to provide feedback should send their comments to customerservices@bcs.uk.



For further information please contact:

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