



BCS, The Chartered Institute for IT

Training Provider Appeals Policy

February 2018

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1. Introduction

This policy is aimed at our Training Providers who are delivering a BCS approved qualifications, certifications or units. It sets out the process you should follow when submitting appeals to us, how you should deal with your learners and the process we will follow when responding to enquiries and appeals. It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

2. Training Provider's responsibility to their learners

In addition to this policy, it is also important that you understand your obligations as a Training Provider to deal with appeals from your learners. You are required to have an internal appeals policy which learners can access as required. All staff involved in the management, assessment and quality assurance of our qualifications, certifications and units, and your learners, should be aware of the contents of your appeals policy.

The learner should go through your appeals process before bringing the matter to BCS. However, learners can appeal directly to BCS in exceptional circumstances when they feel there has been a significant breach by the training provider or BCS. You can support a learner with their appeal to BCS but must have their written permission to do so.

For Digital IT Apprenticeships, Apprentices are to be made aware of the End Point Assessment Appeals Policy. This can be found on the document management system.

3. Process for raising an appeal

You can appeal in the following circumstances if you are not satisfied with:

- an assessment decision on the basis that we did not apply procedures properly, fairly or consistently;
- a rejection or deferral of your accreditation application or audit visit;
- a decision to decline your request to make reasonable adjustments or give special considerations;
- the sanction/action resulting from a review visit/investigation into malpractice or maladministration;
- a decision to amend a learner/set of learners' results following a malpractice or malpractice investigation;
- a decision following an investigation into a complaint about your organisation.

A Training Provider appeal should be submitted to BCS within 20 working days from the date of the decision. 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. The appeal is considered by the Channel Partner Quality Team who will acknowledge receipt of the appeal within two working days and will decide if there is a case for appeal. Where necessary, your appeal will be directed to the relevant team and further investigations will be undertaken.

All training provider appeals should be sent to cpqt@bcs.uk.

4. Fees

BCS will charge a fee to review appeals:

Qualification/Certification	Initial Review	Independent Review
Higher Education	£100	£400
Professional Certification	£100	£400
Education	£100	£400

(Fees are subject to VAT unless exemptions apply)

Independent reviews are undertaken by an external subject matter expert who will undertake the review on your behalf.

BCS will not start the investigation into the appeal until payment has been made. A full refund will be made if the appeal is upheld. You can make payment by debit or credit card by calling Customer Service Team on + 44 (0) 1793 417 424. Alternatively, you can send a cheque made payable to BCS and send to;

Channel Partner Quality Team
BCS, The Chartered Institute for IT
First Floor, Block D
North Star House
North Star Avenue
Swindon
SN2 1FA

5. How long will it take to review?

We will acknowledge receipt of the appeal within 2 working days and provide a decision within 20 working days. This may take longer, for example, if a centre visit is required. In such instances, we will let you know of the likely timescale.

6. Decision

If we agree we will uphold the appeal and there are several outcomes:

- 1) We will reverse or change our assessment decision;
- 2) We will amend the contents of a monitoring review;
- 3) We will amend our decision regarding reasonable adjustments/special consideration requests;
- 4) We will amend or withdraw our sanction/action against your Centre;
- 5) We will amend the learner results;
- 6) We will reinstate accreditation.

If there is clearly no case for an appeal, the appeal will be rejected, and you will be given the reasons for the decision. The results of the appeal will be recorded, and you notified in writing of the decision.

In all instances we will ensure that the person carrying out the investigation will not have a personal interest in the decision being appealed.

7. Independent Review

You have the right to a final independent review if you do not agree with the BCS decision. If you wish to seek an independent review you must advise us of this within 15 working days of the BCS decision.

This will be carried out by someone who is not a BCS employee, a BCS assessor or anyone 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 review process may involve:

- a discussion with you as the Training Provider
- a discussion with relevant BCS staff
- a request for further information from you or BCS personnel
- a Training Provider visit by authorised BCS personnel

The Independent Reviewer's decision is final in relation to how BCS will consider such appeals and we will let you know the outcome of the review within 20 working days of receipt of the independent review request. In the unlikely event that you are still unhappy with the outcome you are entitled to raise this directly with the relevant Regulator.

We will cooperate with any follow-up investigations required by the qualification/certification Regulators and if appropriate agree any remedial action with them.

8. 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 feedback or requests from, or good practice guidance issued by, the regulatory authorities. If you would like to provide us with feedback, please send your comments to compliance@bcs.uk.



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