



The Eaglewood School

"Raising Aspiration and Changing Lives"

Automated Assessment Appeals (BCS) Policy

Policy Details

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Author:	Miss Roma Brackstone, Exams Officer
Persons/Committees consulted whilst document in draft:	Headteacher, Eaglewood Governors
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Responsibility for dissemination to new staff:	Line Managers
Headteacher Target Audience:	All Staff; All BCS Learners; Parents/Carers; Commissioning Schools; Local Authorities

Policy Review

This policy will be reviewed **Biennially**. This policy has been written in consultation with [BCS Learners Appeals Policy](#)

Aims of Policy

The Eaglewood School is committed to ensuring that the processes in place for automated assessment are fair and consistent. Assessment opportunities will be made available when staff consider that the students are prepared. All students to be issued with a copy of the appeal procedure at the start of their course.

Appeals Procedure

Students who are unhappy with any aspect of the assessment and award process should first discuss the problem with their Centre Representative or Exam Officer. The reasons for dissatisfaction must be made clear by the Learner at this time. The approved centre (The Eaglewood School) will keep a record of such discussion together with date and outcome. If this does not resolve the problem, they may invoke the centre appeals procedure. (See separate policy for internal assessment decisions – external qualifications)

If a learner is not able to resolve an appeal at the approved centre then the Learner has the right to appeal to the appropriate awarding body. This may be done via the Exams Officer in writing, where further advice can be obtained. Any fee will be refunded if the Learner result improves following the appeal. It is only expected to be used in exceptional circumstances.

Assessments are undertaken using automated testing software which has been approved by the ICDL 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).

BCS Learner Complaints Policy

If a Learner is not able to resolve a complaint at the approved centre (The Eaglewood School), then he/she has the right to complain directly to BCS. This may be done via the Exams Officer or the Centre Manager or direct to the BCS Channel Partner Quality Team in writing. Learner appeals must be made to BCS as per the BCS Learner Appeals Policy within 20 days of the assessment.

If the decision affects other results, appropriate steps will be taken to protect the interests of all Students and the integrity of the qualification.

An appeal to BCS can be made:

- 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.