



The Robert Napier School

Student Appeals Procedures Policy - ECDL

September 2015

For Automated Assessment the BCS requirements are:

Students who are unhappy with any aspect of the assessment process should first discuss the problem with the Examination Officer, Head of IT or Headteacher within 5 working days of receiving their result. The student 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 student raising a complaint, the assessment report that will have been produced by the system, will be fully discussed with the student. An action plan will be agreed and a further assessment date scheduled. In some circumstances the student may be offered a free re-test (e.g. if there had been hardware or software problems).

If the student is unhappy with the decision of the Headteacher, the student must write to the Head of IT within 5 working days, who will fully review the complaint and attempt to find a solution. The Robert Napier School will keep a written record of each stage of the process with dates and outcomes. The student is not able to resolve an appeal at the school, he/she has the right to appeal to BCS. This may be done via the Headteacher or direct to the BCS Quality Team in writing.

Student appeals must be made to BCS within 60 days of the date of the assessment together with the appeal fee. This fee will be refunded if the student's result improves following the appeal. The address will be supplied on request. BCS will acknowledge receipt of the appeal and advise the student or school 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 Headteacher, possibly accompanied by the student, 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 Headteacher and the student and are final.