

Manual Marking (Appeals Procedure)

Any learner who is not happy with any aspect of the assessment procedure should first discuss the problem with the course tutor / assessor. This should be done within 5 days of receiving their result.

The candidate must make the reasons clear at this time.

Our Centre will keep a record of such discussion together with a date and outcome.

When it is possible the assessor will be asked to remark the test, an independent assessor will also mark the test.

If this does not provide satisfaction the learner may raise a formal complaint.

Appeals can only be accepted if made in writing to the centre (please do not use e-mail). This should be done within 7 days of receiving their test, giving clear reasons for the appeal.

The test will be re-marked again by the assessors. The learner may be offered the test again, free of charge if the problem is for software or hardware problems.

If after remarking the result remains unchanged and the centre manager is unable to resolve the problem the learner must write to Chair of

Governors at Abbotsmead CDC within 7 days of receiving the result, who will act as an independent arbiter.

If the learner is still unhappy then he/she has the right to appeal to the BCS awarding body. This can be done via the centre manager or direct to the BCS - ECDL Quality Co-ordinator in writing. *The address will be supplied on request.*

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 candidate, 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 candidate and are final.

It should be noted that if a candidates test was borderline double marking should already have been undertaken.