



Business & Computing Examinations (BCE)
3rd Floor, 207 Regent Street
LONDON W1B 3HH
Website: www.bcexam.com Email: info@bcexam.com
Tel: 44 207 993 4469

Enquiries of Results and Appeals Policy

Policy No.:	P004
Date of issue:	October 2011
Status:	Approved
Responsibility for policy:	Programme Development Manager
Responsibility for implementation:	Chief Executive Officer/Chief Examinations Officer

Introduction

The Appeals policy applies to all qualifications offered by BCE and can be used by:

- Candidates (who are not happy with entire or certain parts of exam results)
- Centres (whose accreditation has been withdrawn and intent to appeal)

1. Candidates

Candidates have the right to appeal against certain academic decisions and these pages provide information about how the procedures work.

Candidates will need to complete the Enquiry on Results Application form and a fee must accompany the application form.

Business & Computing Examinations recognise that candidates who have sat examinations and have received their results have the right to request an enquiry should they believe that they have not received a fair and/or accurate result.

We also recognise that candidates who have received feedback relating to their enquiry and are still not satisfied have the right to make an appeal. This policy therefore applies to candidates who believe that they may have been unfairly treated during the assessment process and not in accordance with standard procedures.

This policy does not apply to cases where candidates believe that their examination performance may have been adversely affected by external factors, such as illness, disturbance at the examination centre, etc. Such cases are dealt with under the policy for Special Consideration.

Purpose of the Appeals Procedure

The appeals procedure is intended to provide a formal means for reviewing a decision made on assessment and awards, and resolving the candidate's concerns in a fair and consistent manner.

Principles

Candidates lodging an appeal will not be disadvantaged by doing so. Privacy and confidentiality will be respected, and disclosure of information provided by a candidate in the course of an appeal will be restricted to those individual officers directly involved in their consideration, and that may include Council, Programme Development & Services and Assessment Panel. The appeal will be considered in accordance with the awarding body's Equal Opportunity policy.

Submitting an Enquiry on Results

1. A formal written request for an examination Enquiry on Results must be submitted using the appropriate form within 8 weeks from the date examinations are distributed. It is important for candidates to check with BCE website and their centres when examination results are released.
2. The Chief Examination Officer assesses the remarking process.
3. If the outcome is not upheld, then we notify the candidate and consider the matter closed.
4. If the outcome is upheld, then the re-assessed marks are applied and the candidate is notified accordingly. Normally we communicate to the candidate within 30 working days of receiving the Enquiry on Results.

However, in complex cases which require detailed investigation, additional time may be required, and this might take up to 90 working days.

Procedures for the Conduct of Appeals

Introduction

1. The Regulations relating to Academic Appeals define the circumstances under which a candidate may appeal against a recommended mark for any subject or grade classification (Distinction, Credit, Pass or Fail) or examination result.
2. It is the responsibility of a candidate to notify their centre, at the earliest opportunity if there are any extenuating circumstances which might have a bearing on their examination performance, so that wherever possible this may be brought to the attention of the Assessment Panel at the appropriate time. It is also a candidate's responsibility to check his or her examination results.
3. A candidate wishing to appeal must make a written application to the awarding body in London. Please use the awarding body's appeals form. If an application is received within the specified time-limits (i.e. within 8 weeks from the date examinations results were distributed) but is insufficiently detailed to enable the Assessment panel to form a judgment, the candidate should be asked to provide the necessary additional information.
4. If after consulting with the Chief Examinations Officer is satisfied that no prima facie case is established, the candidate should be notified in writing of that decision.

Procedure for an Academic Appeals Committee

5. If the Chief Examinations Officer decides to establish an Appeals Committee, the candidate must first be given notice in writing of that decision and invited to opt either for the appeal to be dealt with:
 - (a) on written submissions or
 - (b) at an oral hearing.

A Secretary to the Committee shall be appointed.

6. Where the appeal is to be dealt with on written submissions, the candidate will be required to submit these by a specified date. The Secretary should obtain the written comments of the Department on the written submissions of the candidate, again by a specified date. These comments should be supplied to the candidate, with an invitation to submit any response to those comments by a specified date.
7. Where there is to be an oral hearing, the candidate should be informed of the date, time and place of the hearing. They should be asked to confirm in writing not later than five days in advance of the hearing whether a friend or adviser will be present, and if so, to provide the name and status of that friend or adviser and an indication of whether or not they are legally qualified. The candidate should also notify the Secretary at least 5 days beforehand of the names of any witnesses they may wish to call. The Secretary should inform the candidate of the membership of the Committee in advance of the hearing. If the candidate objects to any member, the reasons for that objection should be provided in writing to the Secretary. The Chairman will then determine whether or not that member should be excluded from consideration of the case. If the candidate objects to the Chairman, the Secretary should be

informed in writing and the members shall determine whether the candidate's objection should be upheld.

8. If the candidate fails to attend the hearing, the Committee may, if it is satisfied that due notice had been given, proceed in the candidate's absence on the basis of the material available to it, or may adjourn to a later date.
9. After the meeting of the Appeals Committee, the Secretary will notify the candidate in writing of the decision.

Recourse to Candidate Complaints Procedure

10. Where an academic appeal has not been resolved to a candidate's satisfaction, there is an opportunity to make application for a review under the Candidate Complaints Procedure.

Candidates need to complete the **Enquiry on Results Form**. The cost is £25 per subject.

2. Centres

Centres whose accreditation has been withdrawn and intend to appeal can also refer to this document. Centres are suspended for 6 months or have their accreditation withdrawn for:

- Not adhering to BCE Centre Policies
- Not emailing candidate registers once a month
- Not submitting Candidate Examination Number Request on time

Please read the following documents for BCE required:

- a. Centre Enquiry letter
- b. Centre provisional registration
- c. BCE Accreditation handbook

Submitting an Appeal

1. A formal written request for Appeal must be submitted using the appropriate form within 8 weeks from the date the centre received notification in writing.
2. The Chief Executive Officer, Marketing and Quality Assurance assess the appeal process.
3. If the outcome is not upheld, then we notify the centre and consider the matter closed.
4. If the outcome is upheld, then the centre accreditation status is applied and the centre is notified accordingly. Normally we communicate to the centre within 30 working days of receiving the Appeal. However, in complex cases which require detailed investigation, additional time may be required, and this might take up to 90 working days.

Centers need to complete the **Appeals Form**. The cost is £100.00