



BCS, The Chartered Institute for IT

End-Point Assessment Appeals Policy

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This document forms part of our Management Systems and compliance is mandatory for all staff and contractors. If you find any weaknesses in the document or examples of non-compliance, please report it to the Compliance Team at compliance@bcs.uk.

1. Introduction

This policy is aimed at:

- BCS approved training providers who have learners registered for, or have undertaken, a BCS End-point assessment.
- Learners who are directly registered for; or have undertaken a BCS End-point assessment.

It sets out the process approved training providers should follow when submitting appeals to BCS and the process BCS will follow when responding to enquiries and appeals. It is also for use by BCS staff to ensure they deal with all appeals in a consistent manner.

2. When can a Learner appeal?

An approved training provider can appeal on behalf of a learner in the following circumstances;

- Evidence that the proper processes and procedures have not been followed
- Evidence that proper processes have not been followed will include technical failure that impacts on the conduct of the interview. If you disagree with our decision on the allocation of reasonable adjustments or special consideration
- If you disagree with the action taken against you following an investigation into malpractice
- An appeal can only be made for a full EPA and not solely any of the component parts

Dissatisfaction with an assessment outcome is not grounds for an appeal. In these circumstances we suggest that the learner speak to their training provider to get feedback on areas where they could have improved.

If the learner is looking for their grade to be reviewed due to sickness or other extenuating circumstances during the end-point assessment, please see the Access Arrangements, Reasonable Adjustments and Special Considerations Policy although the health and wellbeing of the apprentice is checked by the assessor at the time of interview.

You must submit notice of an appeal and payment within 15 working days of receiving the final assessment (EPA) result. By requesting an appeal, this stops the automatic notification of a certificate request being made.

3. Process

When submitting an appeal, please complete the EPA Learner Appeals Form/Appeal request Form and request an appeal through ACE360. You can do this by:

- Finding the Apprentices' record on ACE360
- Go to the Actions Tab

- Click 'Submit Appeal' and a pop-up box will appear
- Upload your documentation to the pop-up box displayed.
- Click 'Submit' to confirm

This functionality is only available for grades of Refer, Pass or Merit and 15 working days from the issue of the final grade. After this time period has passed this functionality is removed and the certificate will automatically be requested.

You will then need to call our Customer Service Team on 01793 417417 to make a credit/debit card payment of £300 for us to start the appeal. Without the documentation and payment, we are unable to start this process.

Please ensure that the appeal documentation contains sufficient detail and potentially examples to support the appeal as this documentation will form the basis of consideration within the appeal and the response will be to these criteria.

The EPA team will check for new Appeals on a regular basis and will send a confirmation email to confirm we have received the appeal. This will then be sent to the Quality Team for review or the appeal documentation prior to investigation. Once approved as valid grounds for appeal the investigation is completed based on the appeal documentation submitted. The appeal will be reviewed and an outcome sent back to the training provider within 20 working days. ACE360 will be updated with the outcome of the Appeal. If the grade is changed the fee will be credited back to you but if the grade remains the same the fee is non-refundable. Following completion of the Appeal a new Appeal report will be issued to the training provider which covers the areas raised in the submitted Appeal document.

4. Payment

Payment is made in advance of the appeal. You can make payment by debit or credit card by calling the Customer Service team on + 44 (0) 1793 417 417. Alternatively, you can send a cheque made payable to 'BCS'.

The standard appeal fee is £300.00.

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. Both payment and forms should be received within 15 working days of the final grade being issued initially.

5. How long will it take to review?

We aim to acknowledge receipt of the appeal within two working days and provide an appeal decision within 20 working days of receipt of completed forms and payment. This may take longer, for example, additional review and investigation or a centre visit are required. In such instances, we will let you know the likely timescale.

6. The Decision

The outcomes of any appeal against a decision may be either to uphold the appeal or to reject it. If we do not believe there is a valid case for the appeal the centre will be given the reasons for the decision. BCS will inform the centre of the decision in writing. An appeal can

not be repeated, although an appeal can be escalated with sufficient grounds. This must be done by raising a complaint with BCS via the process in the Complaints Policy, available on the BCS policies page [here](#).

If the appeal is upheld and the grade awarded different to the original, the appeal fee will be refunded to the card in which it was originally paid for on. If the appeal is rejected then no refund will be made. If the grade is change and a new certificate is required, the EPA team will request this from the ESFA.

7. Monitoring and Review

BCS will review the policy annually and revise it as and when necessary in response to customer feedback. If you would like to feedback any views, please send in your comments to EPAteam@bcs.uk.

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