



**BCS, The Chartered Institute for IT**

**BCS Scholarships Appeals Policy**

**January 2021**

# Contents

1.	Introduction.....	3
2.	When Can a Scholarships Applicant Appeal? .....	3
3.	Process .....	3
4.	How Long Will it Take to Review? .....	3
5.	The Decision .....	4
6.	Independent Review.....	4
7.	Monitoring and Review .....	4

## 1. Introduction

This policy is aimed at applicants to the BCS Scholarships Programme who have undertaken a BCS Scholarships assessment.

It sets out the process that should be followed 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 Scholarships Applicant Appeal?

Appeals can only be made on the basis of a failure of process and not against any academic or professional judgement.

Dissatisfaction with an assessment outcome is not grounds for an appeal. In these circumstances we suggest that you speak to the BCS Scholarships team to get feedback on areas where you could improve.

You must submit notice of an appeal within 20 working days of receiving the assessment result.

## 3. Process

If you wish to appeal a decision in relation to your assessment the following information must be sent to [scholarshipappeals@bcs.uk](mailto:scholarshipappeals@bcs.uk) within 20 working days of receiving the assessment result:

- Name
- Date and time of assessment
- Details of appeal
- Supporting evidence

You should receive an acknowledgment within 5 business days of receipt, and a response must be given within 20 working days of the appeal being received.

Please note, in line with contractual obligations any appeals made by applicants will be included in BCS monthly reports to the Department for Education.

Appeals should be sent to [scholarshipappeals@bcs.uk](mailto:scholarshipappeals@bcs.uk).

## 4. How long will it take to review?

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

The appeal will be investigated by a BCS member of staff who has no personal interest or involvement in the matter of the appeal.

## 5. 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 then you will be given the reasons for the decision in writing. An appeal cannot be repeated, although an appeal can be escalated with sufficient grounds. This must be done through an independent review.

## 6. Independent Review

If you do not agree with the decision, then you have the right to a final independent review, this must be made within 15 working days of the decision.

This will be carried out by someone who is not a BCS employee. The independent reviewer will also be someone with the relevant competence to decide in relation to the appeal.

The independent reviewer may involve a further discussion with relevant parties involved in the appeal.

The reviewer's decision is final in relation to how BCS will consider such appeals and we will let you know the outcome of the review within 20 working days of receipt of the independent review request.

## 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 [scholarshipappeals@bcs.uk](mailto:scholarshipappeals@bcs.uk).

BCS, 3 Newbridge Square, Swindon, Wiltshire, SN1 1BY

Tel: +44 (0) 1793 417530

Email: [custsupport@bcs.uk](mailto:custsupport@bcs.uk)

Website: [www.bcs.org](http://www.bcs.org)

© BCS (Reg. Charity No. 292786) 2021