



BCS NCSC Certified Professional Scheme Appeals Policy V1.2

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1. Introduction

BCS, The Chartered Institute for IT recognises that there may be circumstances in which you may wish to appeal. There is a right to appeal against the outcome of an application for the Certified Professional Award, Lead Practitioner, Senior Practitioner and Practitioner which have been assessed by the Institute. BCS is committed to providing a high standard of service and improving what we do; we take any appeals very seriously.

Any appeal is thoroughly investigated and the person who has reported it is kept fully informed of progress.

The purpose of an appeal is to request a formal review of a decision in the light of an alleged material defect in the way in which the original decision was made or exceptionally, in light of information about your personal or medical circumstances which was **unknown** to you at the time at which the original decision was taken.

This document outlines the process which an appellant needs to follow to lodge an appeal with the Institute.

2. Who Can Appeal?

Any candidate has the right to appeal to BCS if you believe:

- Your performance during an examination or the Expert interview was adversely affected by illness or personal circumstances which were not known to you at the time.
- The proper processes and/or procedures were not followed. You must provide evidence to support this.
- Extenuating circumstances. You will be required to state the exact nature of the extenuating circumstances.

Please note

- Disagreement with the academic judgement of a BCS Assessor for the assessment interview **does not** constitute grounds for appeal.
- The BCS Appeals Procedure cannot be used to raise appeals related to any exam preparation materials or training services even if provided by a BCS Accredited Training Organisation. These must be raised at the time that they occurred and through the services provider.
- You cannot appeal your result if you have passed the relevant assessment / examination.

3. How to Appeal

All appeals need to be submitted in writing using the proforma below and should contain the following information:

- The reason(s) for the appeal
- Where applicable, the date and location of an examination or assessment interview
- Supporting evidence and any relevant documentation

The appeal should be addressed to:

Service Delivery Team Membership and Standards
BCS, The Chartered Institute for IT
Ground Floor, Block D
North Star House
North Star Avenue
Swindon
Wiltshire
SN2 1FA

Email: ccpsupport@bcs.uk

We will include details of what to do if you are not satisfied with our response in our reply to you.

4. When to Appeal

You can appeal within 20 working days following notification of the outcome of your application.

5. Confidentiality

The Institute will treat all information as CONFIDENTIAL in accordance with applicable legislation and internal guidelines. However, we may share information within BCS and NCSC to the extent necessary to resolve an issue or to be able to offer a reply.

6. Equality Statement

The Institute aims to handle all appeals fairly and honestly; we will deal with all appeals without bias towards any particular group or body and we will be consistent and thorough in our approach. Where it is necessary to carry out an investigation as part of our response, you can be assured that this will be impartially and fairly handled. The appeal will be sent to the Policy, Compliance and Audit Team who are not involved with the assessment / examination process.

7. Timeframes

We will send you a formal acknowledgement that we have received your appeal within 5 working days of receiving it along with your appeal reference number. You will be kept informed of progress throughout the investigation. We aim to complete our investigations into all appeals and send a final response within 20 working days of the date of the lodging of your appeal.

8. Roles and Responsibilities

Client Services Team

In the first instance the appeal will be reviewed and considered, and where appropriate resolved by the Client Services Team.

Lead Assessor Panel

Any appeal not resolved by the Client Services Team will be escalated to the Lead Assessor Panel for review and consideration of recommendations for next steps.

Appeal Panel

Application appeal outcomes:

The LAP may:

- i. Uphold the appeal - the applicant will then be informed of the outcome by the Service Assessment Team, Client Services Department
- ii. Dismiss the appeal

Where the LAP dismisses an appeal there is an automatic right to consideration by an Appeal Panel which provides an independent quality assessment of the application.

Consideration by the Appeal Panel

o **Appeal Panel**

The role of the Appeal Panel is to provide an independent quality assurance of the assessment of the application. Consideration of an appeal may only extend to the grounds for appeal permitted by this policy.

An application Appeal Panel will be constituted as follows:

- o Members of the BCS CCP Scheme Project team
- o A member of the LAP who will chair the appeal review
- At its discretion a panel may request more information or seek advice from any specialists it deems necessary, to assist in reaching a judgement.

The quorum will be two, including the Chair and the Chair will hold the casting vote.

The Appeal Panel will reach a decision within 30 days of its constitution. The applicant will be informed within 7 days of the panel reaching its decision.

The decision by the Appeal Panel will be considered as final.

10. Appeals Pro Forma

BCS NCSC Certified Professional Scheme: Appeal

Section 1 – Personal Details

Surname / Family Name / Last Name:	
First Name:	
Address:	
BCS Membership Number: (where applicable)	
Email Address: Please enter your preferred email address which will be used for all correspondence in connection with this appeal. Please notify us of any changes promptly.	

Section 2 – Application Information

Application for Certified Professional		
Lead <input type="checkbox"/>	Senior <input type="checkbox"/>	Practitioner <input type="checkbox"/>

Section 3 – Grounds of Appeal

(Please tick relevant box)

Illness / Personal Circumstances	<input type="checkbox"/>
Administrative Error	<input type="checkbox"/>
Processes / Procedures were not followed	<input type="checkbox"/>
Other extenuating Circumstances	<input type="checkbox"/>

Section 5 – Documentation Attached

I attach the following documentation with my appeal pro forma (please tick the relevant box)

Medical Evidence	<input type="checkbox"/>
Other documentation (please specify)	<input type="checkbox"/>

Section 6 – Declaration

I wish to appeal against the outcome of my application for the above as notified to me by BCS and declare to the best of my knowledge all of the information I have provided is true, accurate and complete. I give my consent for this information to be circulated to relevant members of staff on a need-to-know basis for the purpose of investigating my appeal. I understand that my appeal will not be reviewed until payment has been made. I understand that there is no guarantee that my appeal will be upheld, and I agree to accept the final outcome.

Signature:	
Date:	

Please retain a copy of this form and all its attachments for your records.

Please send the completed proforma with attachments and **ORIGINALS** of any medical certificates to:

Service Delivery Team Membership and Standards
BCS, The Chartered Institute for IT
Block D
North Star House
North Star Avenue
Swindon
Wiltshire
SN2 1FA

Tel: + 44 (0)1793 417 722

Email: ccpsupport@bcs.uk



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