

Candidate Appeals Procedure (for Automated Testing)

The minimum requirement for a centre's Candidate Appeals Procedure is detailed below.:

- Candidates who are unhappy with any aspect of the testing process should first discuss the problem with the ECDL Test Centre Manager or representative within 5 working days of receiving their result.
- The candidate must make the reason clear at this time
- ECDL testing is undertaken using automated testing software which has been approved by the British Computer Society. In the event of a candidate raising a complaint the test report that will have been produced by the system will be fully discussed with the candidate.
- An action plan will be agreed and a further test date scheduled. In some circumstances the candidate may be offered a free re-test (e.g. if there had been hardware or software problems).
- If the candidate is unhappy with the decision of the Test Centre Manager the candidate must write to the Headmaster (or other named person) within 5 working days who will fully review the complaint and attempt to find a solution.
- The Test Centre will keep a written record of each stage of the process with dates and outcomes.
- If the candidate is still unhappy then he/she has the right to appeal to the BCS Awarding Body. This may 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.