

Quality Assurance Policy for BCS

This policy relates to the delivery of all the BCS qualifications at Intech Centre. It is the responsibility of the Centre manager to update this policy on annual basis or when required. The policy is published on the centre website so that it may be accessed by students.

- Intech Centre is committed to Quality Assurance and believes it is an integral part of the Centre's processes.
- The focus of the Centre is on Learners with the provision of relevant and flexible quality training programmes and assessment to suit their needs and lifestyles.
- The provision is regularly monitored and reviewed by Salih Yilmaz, Centre Manager.
- All of our BCS assessment will be done online so internal verification is not required.
- All new invigilators are required to be observed during their first invigilation and annually thereafter to ensure assessment regulations are being followed.
- Existing invigilators should be observed conducting an assessment at least once a year.
- Information from the awarding body is disseminated to all members of staff involved in assessing.
- The organisation's policy for Equal Opportunities is followed and monitored.

Appeal Procedure for BCS

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For Automated Assessment the BCS requirements are:

Learners who are unhappy with any aspect of the assessment process should first discuss the problem with their Centre Representative or the Centre Manager or representative within 5 working days of receiving their result.

The Learner must make the reasons clear at this time.

Assessments are undertaken using automated testing software which has been approved by the ECDL Foundation. In the event of a Learner raising a complaint the assessment report that will have been produced by the system will be fully discussed with the Learner.

An action plan will be agreed and a further assessment date scheduled. In some circumstances the Learner may be offered a free re-test (e.g. if there had been hardware or software problems).

If the Learner is unhappy with the decision of the Centre Manager the Learner must write to the Head of Centre within 5 working days who will fully review the complaint and attempt to find a solution.

The Centre will keep a written record of each stage of the process with dates and outcomes.

If a Learner is not able to resolve an appeal at the approved centre, then he/she has the right to appeal to BCS. This may be done via the Centre Manager or direct to the BCS Quality Team in writing. Learner appeals must be made to BCS within 20 days of the date of the assessment together with the appeal fee. This fee will be refunded if the Learner's result improves following the appeal. The address will be supplied on request.

BCS will acknowledge receipt of the appeal and advise the Learner or centre of the timescale for a decision.

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 Learner, 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 Learner and are final

Malpractice & Maladministration Policy for BCS

This policy relates to the delivery of all the BCS qualifications at Intech Centre. It is the responsibility of the Centre manager to update this policy on annual basis or when required. The policy is published on the centre website so that it may be accessed by students.

Malpractice and maladministration is defined as:

Definition of Malpractice

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- the assessment process
- the integrity of a regulated qualification
- the validity of a result or certificate
- the reputation and credibility of BCS
- the qualification or the wider qualifications community

Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates. For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain or groups of learners.

Definition of Maladministration

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration (e.g. within a centre, inappropriate learner records)

Process for reporting an event of malpractice or maladministration

In case of any infringement of the regulations the assessment must be terminated and invalidated.

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must contact the Centre Manager and Head of Centre who **must immediately notify BCS**.

Where possible, investigations will be carried out with 5 working days of the incident. Cherry Tree Learning Centre intends to co-operate fully with any Awarding Organisation or regulator investigation, supplying timely, accurate and full information.

It is important to note that in all instances the centre must immediately notify BCS if malpractice is suspected or maladministration has occurred as BCS have a responsibility to the regulatory authorities to ensure that all investigations are carried out rigorously and effectively.