

BCS Professional Certification

Candidate Appeal and Re-Mark Request Policy

August 2016

1. Introduction

BCS recognises that there may be occasions when you want to have your exam results checked so we have created this policy to help you through the process. Please bear in mind that we will not accept appeals if the only grounds are that you are unhappy or disappointed with the result. In these circumstances we recommend that you speak to your trainer or Accredited Training Organisation (ATO) to get feedback on areas where you could improve.

2. When Can I Appeal?

You may appeal your results if you believe you underperformed due to:

- a medical condition or some other event outside your control affecting your performance **during the exam**. (if you knew you were ill before you took the examination then this will not be accepted as an appeal). This will usually result in a free re-sit being offered;
- arrangements you requested for Reasonable Adjustments or Special Considerations;
- or errors with the question paper.

It will be the Accredited Training Organisation's responsibility to deal with any issues relating to:

- the examination location
- the suitability of the examination venue (lighting, temperature, noise etc.)
- administrative issues that the ATO is responsible for such as course materials

It is unlikely that BCS will accept an appeal if the above concerns are raised with us because we are not responsible for these areas but we will liaise with the ATO to ensure that appropriate corrective action is taken.

You must appeal within 20 working days of publication of the results.

3. How Do I Appeal?

Complete a [Candidate Appeal Form](#) and email with supporting documents to certifications@bcs.uk. Please make sure your appeal includes relevant evidence in support of your request.

If medical certificates are included they must be **ORIGINALS**, and will need to be posted; together with the form and attachments to the address on the appeal form.

4. Re-Mark of Examination Paper

You can request a re-mark on failed written exams or where a Distinction grade was narrowly missed. Re-mark requests will not be accepted for any multiple choice examinations as these are marked electronically.

5. Oral Examinations

Both Oral Examiners need to agree with the results so it is unlikely that a fail will be upgraded to a pass. However, if you feel that there were extenuating circumstances then the paperwork completed by both Oral Examiners will be forwarded to the Chief Examiner for a final review.

6. Payment

Call Customer Service on + 44 (0) 1793 417 655 to make payment. The fee for a re-mark or appeal is £100.00 (including VAT). 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. A refund will not be given in the event of an appeal due to illness during the examination.

7. How am I informed of your decision?

You will receive a written decision within 20 working days. If your appeal is rejected, you will be given the reason for our decision.