

# Policies and Procedures for BCS ECDL Level 2 Certificates – 2020/21



## Rationale

This document outlines policies and procedures for BCS ECDL Level 2 Certificates which are not covered in other exams policies or procedures.

These policies will be updated annually by the member of the Senior Leadership Team (SLT) with responsibility for Examinations and Information by 1<sup>st</sup> November or within four weeks of the release of a new version of the BCS Operational Requirements Manual, whichever is sooner.

## 1. Quality Assurance Procedure

- Ifield Community College (the 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 the member of the SLT with responsibility for Examinations and Information.
- All staff involved in the administration and/or assessment of qualifications will have undergone relevant training in their role.
- All new invigilators will be observed during their first test session and annually thereafter to ensure assessment regulations are being followed.
- Existing invigilators will be observed conducting an assessment at least once a year.
- Information from the awarding body is disseminated to all members of staff involved in the delivery of qualifications.
- The organisation's policy for Equal Opportunities is followed and monitored.
- For manual testing and evidence based assessment:
  - An Internal Verification process is in place to ensure that consistent testing and assessment standards are maintained by cross-marking.
  - Internal Verification is carried out on an on-going basis.
  - All cases of borderline achievement are Internally Verified.
  - At least 10% of other assessments are checked across all markers and modules.
  - Where a new marker is assessing, all work is double marked until the Examination Officer is satisfied with the standard.
  - Internal Verification is recorded on Learner work and records and on central recording systems.

## 2. Learner appeals procedure for automated BCS assessment

### For all assessments:

- Learners who are unhappy with any aspect of the assessment process should first discuss the problem with Examinations Officer within 5 working days of receiving their result,
- The Learner must provide the Exams Officer with clear reasons in the form of a letter, 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 Examinations Officer the Learner must write to the Headteacher 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

## **Policies and Procedures for BCS ECDL Level 2 Certificate in IT User Skills (Core)**

- 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 Examinations Officer 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 Examinations Officer and the Learner and are final.
- During any stage of the Appeals Procedure the Learner is entitled to be represented or accompanied, should they wish.

### **For Automated Assessment:**

- 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 has been hardware or software problems)

### **3. Malpractice & Maladministration Policy**

- This policy sets out definitions of the process for reporting an event of malpractice and maladministration.
- It is intended to show that Ifield Community College recognise their responsibility to investigate and suspected incidents of malpractice or maladministration of BCS qualifications fully and report said incidents to BCS immediately.
- Ifield Community College will co-operate fully with any BCS or regulator investigation. We shall endeavour to provide full, accurate and robust information in a timely manner.

### **Centre's & associated third party responsibility**

It is important that anyone involved in the management, assessment and quality assurance of BCS qualifications, and learners, are fully aware of the contents of the policy and that arrangements are in place to prevent and investigate instances of malpractice and maladministration.

### **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.

## **Policies and Procedures for BCS ECDL Level 2 Certificate in IT User Skills (Core)**

### **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**

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time **must immediately notify the Examinations Officer who will immediately contact BCS.**

### **Internal investigation process**

- The Examinations Officer, or an appropriate member of SLT if the Examinations Officer has a personal interest in the outcome of the investigation, will conduct an initial investigation prior to formally notifying BCS.
- The internal investigation must be carried out within 5 working days of the initial report into malpractice or maladministration.
- The outcome of this report must be made to the Head of Centre who, along with the Examinations Officer, will contact BCS immediately.

It is important to note that in all instances Ifield Community College 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.

In all cases of suspected malpractice and maladministration reported, BCS and Ifield Community College will protect the identity of the 'informant' in accordance with their duty of confidentiality and/or any other legal duty.