ECDL CANDIDATE APPEALS PROCEDURE

- Any Candidate who is unhappy with any aspect of the administration of a test process should discuss the problem with the Invigilator at the end of the test or the Test Centre Manager within 5 working days. The discussion should be recorded and reported to the Internal Verifier.

- Any Candidate who is unhappy with any aspect of the testing should discuss it with the Test Centre Manager. within 5 working days of the results being received. This discussion should be recorded and reported to the Internal Verifier.

- The Internal Verifier will interview the Candidate and invigilator where necessary and prepare a written report on her decision, which may include offering the Candidate a free re-test within 10 working days of the Internal Verifier's decision, unless agreed otherwise with the Candidate. A copy of this report will be kept on file by the Test Centre Manager

- If the Candidate is not satisfied with the Internal Verifier's decision a formal appeal may be made in writing to the BCS Awarding Body through the Test Centre Manager who will pass it on to BCS immediately.

- The BCS representative will investigate the circumstances of the appeal and make a report to the Appeals Panel. In exceptional circumstances, the Appeals Panel may request the Test Centre Manager and the Candidate to attend a meeting to provide further explanation of the circumstances of the appeal.

- Appeals Panel decisions are final and will be given in writing to the Test Centre Manager and Candidate.

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