

## **British Canoeing Awarding Body**

### **Enquiries and Appeals Procedure**

#### **The Enquiry Procedure**

This document outlines the enquiry and appeals process for both Delivery Centres and Candidates.

Delivery Centres and Candidates can check with the British Canoeing Awarding Body (BCAB) any decisions affecting candidates' results and other decisions affecting Delivery Centres and/or candidates.

Candidate:

- Decisions affecting a candidates result
- Decisions to withhold a candidates certificate
- Decisions specific to an Accreditation to Prior Learning application
- Decisions specific to Special Considerations
- Decisions specific to Reasonable Adjustments

Candidates should note that enquiries must go through the appropriate process, and it is more than likely that these are resolved at an assessor and Delivery Centre level. For such a process, candidates should contact their specific Delivery Centre that they are registered with.

Delivery Centre:

- Decisions to suspend approved Centre status
- Decisions on External Verification and sampling reports
- Decisions on yearly Delivery Centre report
- Decisions on malpractice and maladministration

Delivery Centres and candidates should note that this procedure is concerned with specific enquiries related to our decisions affecting them rather than with general enquiries, such as those related to our products and services and the associated costs. This is why the enquiry procedure is closely linked with the appeals procedure, outlined below.

## **Enquiry Arrangements**

Enquiries about assessment and other related decisions should be directed to the BCAB Responsible Officer. If the BCAB Responsible Officer is unable to assist the enquirer, the enquiry will be passed onto other appropriate British Canoeing Awarding Body personnel.

If a centre or a candidate enquires about an assessment process, BCAB will arrange for an investigation to take place so as to ascertain whether the assessment process was appropriate and aligned to BCAB requirements. If, however, it is the practical assessment that is being questioned, BCAB would require Delivery Centres to submit a formal appeal on their candidate's behalf.

## **Timescales for Dealing with Enquiries**

Enquiries on results and related decisions will be dealt with within five working days – unless a reassessment of written work is involved, in which case the result of such reassessment will be notified to the enquirer in writing within 15 working days.

## **Monitoring the Enquiry Service**

BCAB will monitor the operation of our enquiry service and, as part of this monitoring, welcome both Delivery Centres' and Candidates' views, which can be conveyed to us informally and/or formally. Formal feedback from Delivery Centres is gathered through our annual report, while candidates' views are captured via our communications with individuals and reviewed as an Awarding Body Committee.

## The Appeals Procedure

### Appeals Arrangements

Whenever Delivery Centres or candidates do not agree with BCAB assessment decisions or other decisions affecting them, they may lodge a formal appeal. Whether it is the centre or the candidate wishing to appeal, an appeal must always be submitted in writing by the Delivery Centre and clearly outline the reason why it is being submitted.

Candidates should note that appeals must go through the appropriate process, and it is more than likely that these are resolved at an assessor and Delivery Centre level. For such a process, candidates should contact their specific Delivery Centre that they are registered with.

Appeals on a British Canoeing Awarding Body decision should be made within one month of the decision having been made and should be directed to the BCAB Responsible Officer. At this stage, due to an appeal against a decision made either by the Responsible Officer or the British Canoeing Awarding Body Committee, the appeal will be elevated to the British Canoeing Governance Department for an independent review and decision.

This document refers to Conditions(s) within the Regulator's Statement of Compliance requirements	D4 I1 I2
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