

ECDL Policies and Procedures

Persons Responsible:

Governors: Full Governing Body

SLT: Mr N Cairns

Staff: Mrs T Bromilow, Exams Officer

Formally approved by the full Governing Body: Summer 2015

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Quality Assurance Procedure

- Ash Hill is committed to Quality Assurance and believes it is an integral part of its processes.
- The focus of Ash Hill 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 SLT and the Examinations Officer.
- All staff involved in the administration and/or assessment of qualifications will have undergone relevant training to 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.
- Ash Hill Academy's policy for Equal Opportunities is followed and monitored.

Equal Opportunities Policy

- This policy is intended for all Staff and Learners at Ash Hill Academy and details their commitment to equal opportunities and anti-discrimination practices
- Ash Hill is committed to seeking equality of opportunity for all, irrespective of race, gender, religion, marital status, sexual orientation, age, class or disability.
- Ash Hill actively seeks to demonstrate this commitment by adopting policies, codes of practice and action plans to combat discrimination in any form.
- Staff and students are required to reflect their commitment to equality of opportunities and anti-discriminatory practices.
- Ash Hill will promote equality of opportunity for all students and staff by:
 - Demonstrating opposition to all forms of discrimination in every aspect of its operations
 - Identifying and removing practices and procedures which unfairly discriminate
 - Increasing awareness and positive attitudes at all levels in Ash Hill toward people experiencing discrimination
 - Creating a welcoming atmosphere for all students, staff and visitors
 - Monitoring all operations to ensure no form of discrimination or harassment is taking place
 - Provision will be made for Learners who require reasonable adjustments to be made by providing suitable assessment locations and technical aids where appropriate.

Learner Appeals Procedure

For all assessments:

- Learners who are unhappy with any aspect of the assessment process should first discuss the problem with their Exam Officer 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 Exam Officer the Learner must write to the Principal within 5 working days who will fully review the complaint and attempt to find a solution.
- The Academy 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 Academy then he/she has the right to appeal to BCS. This may be done via the Exams Officer or direct to the BCS Quality Team in writing. Learner appeals must be made to BCS within 90 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 Academy 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 Exams Officer 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 Exams Officer and the Learner and are final.

Reasonable Adjustments and Special Considerations Policy

This policy is for the Staff and Learners at Ash Hill Academy and provides information concerning the defining and applying of reasonable adjustments and special consideration when undertaking BCS qualifications at Ash Hill Academy.

Definition of reasonable adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. It is made to an assessment for a qualification to enable a disadvantaged learner to demonstrate his or her knowledge, skills and understanding of the levels of attainment required by the specification for that qualification.

Reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:

- changing usual assessment arrangements, for example allowing a learner extra time to complete the assessment activity
- adapting assessment materials, such as providing materials in Braille
- providing assistance during assessment, such as a sign language interpreter or a reader
- re-organising the assessment room, such as removing visual stimuli for an autistic learner
- changing the assessment method, for example from a written assessment to a spoken assessment
- using assistive technology, such as screen reading or voice activated software
- providing the mechanism to have different colour backgrounds to screens for onscreen assessments or asking for permission for copying to different coloured paper for paper-based assessments
- providing and allowing different coloured transparencies with which to view assessment papers

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the learner access to the programme. The use of a reasonable adjustment will not be taken into consideration during the assessment of a learner's work.

BCS and centres are only required by law to do what is 'reasonable' in terms of giving access. What is reasonable will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, will also be taken into consideration.

Principles of making reasonable adjustments

Ash Hill Academy will base decisions on making reasonable adjustments for Learners on the rigorous system of assessing needs and making Access arrangements for JCQ regulations used by the main examination bodies. This will take into account the Learner's normal way of working and access arrangements and is the responsibility of the Ash Hill Academy SENCO and the Examinations Officer, but will also consider the demands of the on-line testing system used for BCS qualifications in Ash Hill Academy.

These principles should be followed when making decisions about a learner's need for adjustments to assessment:

- should not invalidate the assessment requirements of the qualification
- should not give the learners an unfair advantage
- should reflect the learner's normal way of working
- should be based on the individual need of the learner

Definition of special considerations

Special consideration can be applied after an assessment if there was a reason the learner may have been disadvantaged during the assessment.

For example, special consideration could apply to a learner who has temporarily experienced:

- an illness or injury
- some other event outside of their control

And which has had, or is likely to have had, a material effect on that learner's ability to take an assessment or demonstrate his or her level of attainment in an assessment.

Special consideration should not give the learner an unfair advantage, nor should its use cause the user of the certificate to be misled regarding a learner's achievements. The learner's result must reflect his / her achievement in the assessment and not necessarily his / her potential ability.

Special consideration, if successful, may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the learner.

In general, for on-demand assessments as carried out at Ash Hill Academy, if there are adverse circumstances for the learner on a particular day they may be advised to take the assessment at a later date.

Complaints Policy

- A complaint concerning the running of a diagnostic or an assessment, or any other complaint concerning the qualification may be made by Teaching Staff or learners.
- Any complaint must be made in writing or via email to the Centre Manager within 5 working days of an incident.
- A complaint must include the date and time of the diagnostic or assessment, the unit being assessed, the location of the assessment and the names and BCS registration number of the Learners involved. It must also include the nature and reason for raising the complaint.
- The Centre Manager must acknowledge the complaint in writing or via email within two days of receiving it.
- The Centre Manager must investigate the complaint by communicating with the Session invigilators, the ICT Technicians and any other Ash Hill Academy personnel as necessary.
- The Centre Manager will respond in writing or via email within 5 working days of receiving the complaint, suggesting a resolution and offering a re-sit for affected Learners.
- An appeal against the outcome of a complaint should be addressed to the Head Teacher who will examine all the written evidence and hold a discussion with the Centre Manager and teaching Staff in order to resolve any issues. This will be carried out within 14 days of an appeal.

Malpractice & Maladministration Policy

This policy is intended for All Staff and Learners at Ash Hill Academy involved in the management, assessment, and Quality Assurance of BCS qualifications. It details the arrangements and procedures in place to prevent and investigate malpractice and maladministration involving BCS qualifications delivered at Ash Hill Academy.

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 reputation and credibility of Ash Hill Academy
- 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

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

If a centre has conducted an initial investigation prior to formally notifying BCS, Ash Hill should ensure that staff involved in the initial investigation are competent and have no personal interest in the outcome of the investigation. However, it is important to note that in all instances Ash Hill 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 will protect the identity of the 'informant' in accordance with our duty of confidentiality and/or any other legal duty.