

Appeals procedure

(Particularly for assessment decisions)

It is the right of any candidate to have available to them an appeals procedure which gives them an opportunity to seek confirmation of an assessment decision affecting them. An appeal may be lodged on the basis that the candidate is:

- a. Dissatisfied with the conduct of the assessment.
- b. Concerned about the adequacy of the range, nature and comprehensives of the evidence they are asked to produce, when set against the standards and evidence requirements.
- c. Dissatisfied as to the adequacy of the opportunities offered in order to demonstrate competence.
- d. Dissatisfied with the conduct of the assessor.

Application for appeal.

It is expected that in the majority of cases the candidate will raise the area of concern with the Assessor, in the hope that the matter can be amicably resolved between both parties. Where it is inappropriate that the Assessor be confronted with the concern or there is no amicable solution, the candidate should appeal in writing to the Director of Coaching, at the BCU Office, Nottingham within 20 working days of the assessment. The letter of appeal should contain the following:

- a. Full details of the assessment, when, where, involving whom, etc.
- b. The nature of the appeal.
- c. Any supporting documentation relating to the assessment, outcome and action plan reports etc.
- d. A deposit cheque for £50, payable to the BCU, refundable if the appeal is successful.

It is most likely that following receipt of appeal, a BCU Regional Coaching Organiser will be allocated to investigate.

Appeal Outcome.

Following investigation, the candidate shall be informed of the outcome, which will be one of the following,

1. The original decision confirmed.
 2. The assessment be carried out again, by the same or a different assessor.
 3. The original decision be overturned and the evidence judged to be adequate.
- In other circumstances the procedure is similar i.e. discuss your grievance with the person concerned in the first instance. Only after an impasse is reached should you write all details down and send it to the BCU Office or National Association Office.