

APPEAL AND COMPLAINTS POLICY

Policy Owner	Quality Assurance and Compliance Department
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B-TIC

**BUSINESS AND TECHNOLOGY
INTERNATIONAL CAMPUS**

Professionalism Simplified

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1. Introduction

B-TIC is highly responsible to maintain and improve the quality of all the Qualifications that we Design, Deliver, Assess, Quality Assure and Award as per the standard and recommend of the Regulators.

We are fully committed to every compliance of all the agencies who regulate us thus we are highly dedicated in setting Policies with timely revisions to meet the regulatory requirements, assure the standards, guide and support Recognised Centres and the Learners to achieve a world class learning experience.

2. Scope

This document is applicable for the following B-TIC products:

Ofqual Regulated Qualifications and Units	<input checked="" type="checkbox"/>
Quality Assurance Agency Regulated	<input type="checkbox"/>
B-TIC Quality Assured and Endorsed Courses	<input checked="" type="checkbox"/>

3. Audience

This document is for use by the following:

- a. Recognised Centre Staff
- b. Assessors and Quality Assurers
- c. Learners

B-TIC

- a. Staff
- b. Registrar
- c. Quality Assurers

4. Regulations and Compliance

As set out in “Ofqual General Conditions of Recognition” requires Awarding Organizations to establish and maintain evidence of their compliance as Conditions for Recognition.

B-TIC builds and improve the Policy consistently to comply with and maintain evidences in cross reference to Regulations.

Policy cross reference to “Ofqual General Conditions of Recognition (OGCR). "Ofqual General Conditions of Recognition” shall fill the gaps in this Policy.

OGCR Reference	Page	Title of the Section
Condition - D4	44	Responding to Enquiries and Complaints Procedures
Condition - I1	134	Appeals Process
Condition - I2	135	Compliance with Ofqual’s Appeals and Complaints Process
Appendix	-	Appeal and Complaints Form

Relevant Policies to be used in conjunction with,

1. B-TIC Glossary of Terms
2. Relevant Policies that is in Compliance

5. Definitions

<p style="text-align: center;">Appeal</p>	<p>The right to challenge against any Academic decision on Assessment, Grading, Academic Misconduct, Progress, Awards, Prior Learning Assessment and Learning Decision or any other academic matters of an Assessor / IVQA / EVQA or any other Academic decision markers for all forms of B-TIC Qualifications.</p>
<p style="text-align: center;">Complaint</p>	<p>Complainant right to complain expressing dissatisfaction against a Recognised Centre or B-TIC of a service, facility, Qualification, Academic services, Academic information teaching, supervision, facilities, support and/ or other reasonable grounds.</p>

6. Policy Statement

6.1 General

This is a legal document of B-TIC that sets out the Policy on Appeal and Complaints. B-TIC shall treat all the legitimate Appeals/Complaints with clear means of resolution to the satisfaction of all parties and dealt without any discrimination (I2.1).

Appeal/Complaints are entertained on the following grounds,

- a. Administrative Error
- b. Medical Grounds
- c. Computer, Equipment or Technology failures shall not be permissible grounds for Appeal
- d. Reasonable adjustments, Special Consideration and
- e. Other reasonable grounds (I1.1)

The Appeal Process in an impartial review of any Academic decision that is alleged to be capricious, arbitrary or discriminatory. The Appeal Procedure does not attempt any Re-Assessment or appraise the Academic judgment of the Assessor, IVQA and EVQA at any stage, however consider only whether the decision was fair, taking relevant factors into account (I2.2).

Centre may Appeal on the following grounds,

- a. Centre Malpractice and Maladministration
- b. Centre Recognition Approval
- c. Denial of Additional Qualification Approval
- d. Sanctions
- e. Withdrawal of Qualification

There are 4 stages in the Appeal/Complaint procedure,

1. Appeal/Complaint against Centre Level shall start from Stage-01
2. Appeal/Complaint against Awarding Body Level shall start from Stage-03
3. Appellant/ Complainant may proceed to next stage when it is exhausted in the previous stage
4. The Appellant/Complainant may withdraw Appeal/Complaint at any stage of the Procedure by writing (I1.2).

The outcome will be communicated to the Appellant/Complainant within 10 working (I1.2).

6.2 Appeal Stages

B1 Stage 01: Admin Review at Recognised Centre

- a. If Appellant/Complainant is dissatisfied with any Academic decision or complain shall log a notice of Appeal using Appeal and Complaints Form to the relevant panel within 10 working days of having received the decision or complain.
- b. An Assessor who has not been involved previously will conduct an admin review on the circumstances of the Appeal or issue.
- c. If the Appellant/Complainant remain dissatisfied with Stage 01 may proceed to Stage 2.

B2 Stage 02 - Appeal Panel at Recognised Centre

- a. Appellant shall log the notice of appeal using "Appeal and Complaints Form" to the Appeal Panel within 10 working days of having received the decision of admin review outcome.
- b. Appeal Panel consists of two Quality Assurers who have not been involved previously will investigate the circumstances of the Appeal/Complaint with reference to the relevant criteria
- c. If the Appellant/Complainant remains dissatisfied with the outcome of Stage 2 may proceed to Stage 3.

B3 Stage 03: Appeals Panel at Awarding Body

- a. Appellant/Complainant shall log the notice of appeal using "Appeal and Complaints Form" to B-TIC Appeal Panel within 10 working days of Stage 2 outcome.
- b. Appeal Panel consists of two Quality Assurers of B-TIC will investigate the circumstances of the Appeal with reference to the relevant criteria
- c. If the Appellant/Complainant remains dissatisfied with the outcome of Stage 3 may proceed to Stage 4.

B4 Stage 4. Independent Appeal Panel

- a. Appellant/Complainant shall log the notice of appeal using "Appeal and Complaints Form" to B-TIC Independent Appeal Panel within 10 working days of Stage – 3 outcome.

Appeal panel consists of two independent Quality Assurers that have not been involved previously will investigate the circumstances of the appeal with reference to the relevant criteria.

Appeals/Complains for Stage 3 and 4 are considered only when Stage 01 and Stage 02 are exhausted in Recognised Centre which shall only be submitted through the Recognised Centre to B-TIC.

All the decisions of Appeal shall be made on the documented evidence supplied in "Appeal and Complaints Form", application and no additional evidences are considered in any circumstances (I1.3).

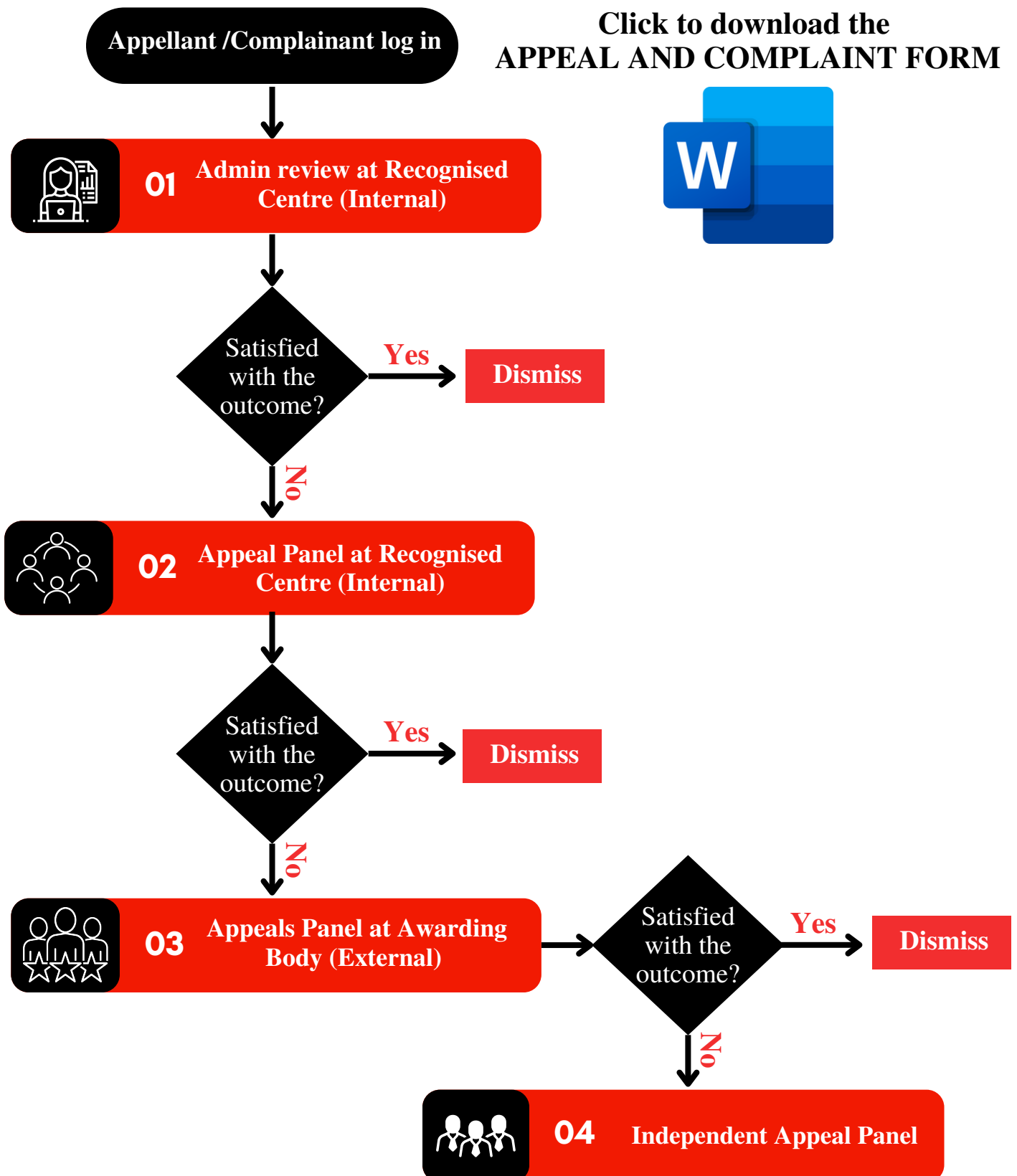
The Recognised Centre and B-TIC must retain all evidence relating to the Appeal/Complaint in accordance with B-TIC Data Protection Policy (I1.3).

Where an Appeal/Complaint is found to be justified, possible outcomes might include apology, a practical resolution such as revision of Grades, extension of deadline(s) for completion/submission or other allowance of extra time or an opportunity to resit an examination or other Assessment as restoration or improvement of inadequate facilities, transfer to another course a commitment to prevent/avoid recurrence of a problem or an appropriate remedy in contemplation of the panel (I1.4:I2.3).

6.3 Fees for Appeal

B-TIC shall charge a fee to cover the administrative costs of any Appeal. However, if the Appeal is allowed the fee will be refunded in full. The Appeal Fee can be obtained from latest Fee Structure (Refer B-TIC Pricing and Invoicing Policy).

7. Process



End of Policy

B-TIC has taken all effort to ensure that the Policy and information contained in this version of publication are true and accurate to the best of knowledge when published.

Disclaimer: However, Policies, Products and Services of B-TIC are subject to continuous learning and improvement frequently. Thus we reserve the right to improve the Policies, Products and Services accordingly. We cannot accept any responsibility for loss or damage of any nature upon the usage of in this document.



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