

BCU Enquiries and Appeals Procedure

The BCU Enquires and Appeals Procedure is in place for candidates who wish to enquire about, or appeal against assessment decisions relating to BCU Coaching, Leadership, and Personal Performance Qualifications and Awards. These procedures do not cover the wider issues of dispute resolution, disciplinary action, doping, or child protection matters; further details of other such policies and procedures are available from the Home Nations or British Canoe Union.

Enquiries

Enquiries about assessment and other related assessment decisions should be directed to the Home Nation Association where the assessment took place. If a candidate enquires about an assessment decision in relation to the candidate's written work, the reassessment of this work will be arranged to ascertain whether the original assessment decision was correct. If, however, it is a practical assessment decision that is being questioned, candidates are required to submit a formal appeal, following the procedures outlined below.

Enquiries on results and related decisions will be dealt with within 14 calendar 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 28 calendar days.

Appeals

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(s)

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 Home Nation Association where the assessment took place, within 28 calendar 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 (action plan reports etc.)

A deposit of £50 is also required before the appeal will be considered. This is refundable if the appeal is successful. Please contact the Home Nation for payment details.

It is most likely that following receipt of appeal, the Home Nation Delivery Centre Manager will nominate an appropriate person, or panel, to investigate. The appeal may be passed onto BCU Awarding or one of the other Home Nation Associations if it falls under their remit.

Appeals principles

In cases of appeals against assessment decisions, the appeals procedure will focus on whether the procedures used were consistent with the BCU assessment requirements and that these requirements were applied properly and fairly.

Appeal outcome

Appeals will be acknowledged by the Home Nation within five working days of their receipt and payment, and considered within 28 calendar days. The outcome of the appeal will be notified to the appellant in writing within three days of the decision having been reached. This notification will include the reason for the decision.

The outcome will be based on one of the following possibilities;

- a) The original decision is confirmed
- b) The assessment be carried out again, by the same or a different assessor
- c) The original decision be overturned and the evidence judged to be adequate

Independent review of unresolved appeals

If the first stage of the appeal process, outlined above, ends in a stalemate, the appellant can (within 28 calendar days of the communication of the appeal outcome) request that the appeal is referred to the BCU for reconsideration, their decision will be final.

Contacts

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