

Avancier policies and procedures v 2.1

Training company: Avancier Ltd (Avancier).

Directors: Graham Berrisford, Linda Berrisford.

Training manager: Linda Berrisford, email: lindaberrisford@btinternet.com

Training locations: on-line, remote and customer-owned premises.

Last update: 06/11/2025

All policies are reviewed in the light of experience and may be updated.

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Identity check policy

Avancier's course joining instructions direct Learners to access Avancier's policy document from the top of the Training Calendar at <https://avancier.website> and read pages 2 and 3.

The joining instructions also inform Learners of the requirement to bring photo id such as

- Passport
- EC identity card
- Driver's licence with photograph

At the start of the course, Avancier's tutor reminds Learners of the requirement.

Before the examination, Avancier's invigilator checks that the name on the BCS course registration page matches the name on the Learner's photo id, and that their face matches the photo.

Reasonable adjustments policy

Learners with disabilities or specific needs may request reasonable adjustments to their assessment conditions. Our aim is to ensure that no Learner faces unnecessary barriers and that the validity, reliability, and integrity of BCS qualifications are maintained.

Reasonable adjustments are modifications made to reduce the impact of a disability or specific need on a Learner's performance, without giving them an unfair advantage.

Examples of reasonable adjustments may include, but are not limited to:

- Extra time for tests/assessments
- Use of a reader or scribe.
- Provision of assistive technology.
- Adjustments to the test environment (e.g., specific lighting, reduced distractions).
- Adapted assessment materials (e.g., large print).

Any Learner registered with Avancier for a BCS qualification who has a disability or specific need that may affect their ability to access or perform in an assessment under standard conditions can request a reasonable adjustment, by following these steps:

- Contact an Avancier director to identify the most appropriate adjustments.
- Complete the BCS Online Request Form available on the Approved Centre Forum
- Submit this form on behalf of the Learner, at least 5 working days prior to the BCS test taking place.

Before a request is submitted, the Learner is required to:

- Be registered with BCS for the relevant qualification or unit.
- Have completed a sample or mock test to help determine the specific adjustments needed and their effectiveness.
- Provide their consent by signing the BCS Consent Form (available on the ACF), which will be retained by Avancier.

Where the implications of a disability or need are not immediately apparent, or if BCS requests it, supporting evidence of the Learner's performance in an assessment or medical documentation may be required. This could include evidence for:

- Specific learning difficulties (e.g., dyslexia)
- English as a foreign language (where it impacts access to the assessment).
- Temporary illness or injury.

Avancier will securely store all supporting evidence and documentation, recognizing that information about a person's physical or mental health is regarded as 'sensitive personal data'. This evidence may be requested by a BCS Auditor as part of an audit.

Complaints procedure

We value feedback from our customers and Learners, and this Complaints Procedure outlines the process for individuals to raise concerns or complaints about any aspect of our services.

We aim to resolve complaints fairly, efficiently, and confidentially, ensuring that all concerns are addressed promptly and transparently.

How to Make a Complaint

Customers and Learners who wish to make a complaint should do so in writing, providing as much detail as possible to help us understand and investigate the issue thoroughly.

Complaints should be submitted by email to LindaBerrisford@btinternet.com
Or by post to Avancier, 80 Thetford Rd, New Malden, KT3 5DT.

Please include the following information in your complaint:

- Your full name and contact details (email and phone number).
- Your BCS Learner ID (if applicable).
- A description of the complaint, with dates, times, and names of people involved.
- Evidence (e.g., emails, photographs, relevant correspondence).
- The desired outcome or resolution.

Upon receipt of your written complaint, Avancier will acknowledge it within 3 working days. This acknowledgment will confirm that your complaint has been received and will provide an estimated timeframe for a full response.

Investigation Process

Your complaint will be assigned to a director who has not been directly involved in the subject matter of the complaint. The director will conduct a thorough investigation, which may involve:

- Reviewing all documentation provided by the complainant.
- Interviewing people.
- Reviewing records, policies, and procedures.
- Gathering any additional necessary information.

Avancier will keep the complainant informed of the progress of the investigation, particularly if there are any delays in providing a full response.

Resolution and Response

Following the investigation, Avancier will provide a formal written response to the complainant within 15 working days of the complaint acknowledgment, or within the timeframe communicated if an extension was necessary. The response will include:

- A summary of the complaint.
- Details of the investigation undertaken.
- Findings and conclusions reached.
- Any remedial actions taken or proposed.
- Avancier's decision regarding the complaint.

Learner appeals policy

All assessments are conducted by the BCS or their on-line examination provider.

A Learner may appeal against an examination result to the BCS (centresupport@bcs.uk) within 20 working days of the date of their BCS examination.

A Learner may appeal against a complaint resolution response to the BCS (centresupport@bcs.uk) within 10 working days of the response.

Quality assurance policy

Avancier is committed to providing high-quality training services in accordance with the standards set by BCS, ensuring all Learners are supported, and ensuring all tutors are appropriately qualified, trained, and have occupational competence relevant to their roles.

Training material and delivery

All training materials are continuously updated and improved.

Avancier's directors request feedback from students and monitor examination results.

From 2007 to date, feedback has been positive, and exam pass rates have been high.

Exam invigilation

Invigilator observations are completed by representatives registered with the BCS.

New invigilators are observed at the invigilation of their first live exam session.

Thereafter, Avancier's invigilators are observed annually (except for a year in which they never invigilate) at the first examination they invigilate where an observer can readily reach the location.

The training manager retains completed observation forms will be retained for audit purposes.

Malpractice and maladministration policy

Avancier informs the BCS immediately of any malpractice or maladministration (suspected or otherwise), as per Section 13 of the BCS IT User Operational Requirements Manual.

Malpractice: Activity which deliberately contravenes the regulations and requirements of BCS and Avancier such as plagiarism, collusion, cheating, falsification of records, impersonation, or breaches of test security by staff or learners.

Maladministration: Activity which results in a non-compliance with administrative regulations and requirements, such record keeping, failure to follow assessment procedures, improper registration of learners, or not adhering to certification guidelines.

Any individual who suspects or becomes aware of malpractice or maladministration must report it immediately to an Avancier director including

- Date, time, and location of the suspected incident.
- Names of individuals involved (learners, staff, etc.).
- Description of the alleged malpractice or maladministration.
- Any supporting evidence (e.g., documents, eyewitness accounts).

The Avancier director will immediately report suspected malpractice or maladministration to BCS by email to cpqt@bcs.uk including

- A full description of the suspected malpractice or maladministration incident
- Details of which BCS qualifications were affected.
- The number of learners involved
- Any initial findings or actions taken by Avancier.

(A failure to report suspected or actual malpractice or maladministration to BCS constitutes malpractice by Avancier.)

Upon receiving a report of suspected malpractice or maladministration:

- The Avancier director will conduct an immediate preliminary investigation.
- All relevant documentation and evidence will be secured.
- Interviews with involved parties may be conducted.
- Avancier will fully assist BCS with any investigations they undertake.
- Avancier will keep accurate and confidential records of all investigations, findings, and actions taken.

Following the outcome of an investigation by Avancier and/or BCS, actions may include, but are not limited to: warning, disqualification, invalidation of results, retraining, disciplinary action, removal from involvement with BCS qualifications, termination of employment, improvement actions, increased monitoring, suspension of registration.

Equality policy

Avancier is committed to providing equal opportunities and preventing discrimination in all aspects of its operations, including recruitment, training, assessment, and certification processes for staff and learners. We believe that all individuals have the right to be treated with dignity and respect, regardless of their background or personal characteristics.

Avancier operates in compliance with all relevant equality legislation and seeks

- Promote equality of opportunity for all individuals in accessing and succeeding in BCS qualifications.
- Eliminate unlawful discrimination, harassment, and victimisation.
- Foster good relations between people from different backgrounds.
- Ensure that all staff and learners understand their rights and responsibilities under this policy.
- Provide a framework for addressing and resolving any issues of discrimination or inequality.
- Ensure compliance with BCS requirements, particularly section 4.6 Equalities of the BCS Operational Requirements Manual.

Avancier works to prevent discrimination, harassment, and victimisation .

Learner Responsibilities

- Treat all staff and fellow learners with dignity and respect.
- Refrain from any discriminatory or harassing behavior.
- Familiarise themselves with this policy.
- Report any instances of discrimination or harassment to an Avancier director

Any learner or staff member who feels they have been subjected to discrimination, harassment, or victimization, or who observes such behavior, is encouraged to report it.

All complaints will be handled sensitively, confidentially, and in accordance with Avancier's Complaints Procedure.

Safeguarding Policy

Avancier is committed to

- Protecting Learners: ensuring the safety and well-being of all Learners.
- Creating a safe environment: providing an environment where Learners feel safe, valued, and respected, and where concerns can be raised without fear.
- Preventing harm: identifying and minimizing risks of harm, abuse, and neglect.
- Responding effectively: responding to safeguarding concerns promptly and appropriately.
- Compliance: Adhering to all relevant legislation, statutory guidance, and BCS requirements for safeguarding.

Avancier's tutor will inform the relevant party of any significant safeguarding concern.

Data recording and protection policy

Avancier is committed to protecting the privacy and security of personal data, and to compliance with all relevant data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act, as well as the specific data protection requirements of the British Computer Society.

Examination materials

Avancier holds no BCS examination materials.

Examinations and candidates

We request Learner/candidate email addresses for the purpose of registering them with the BCS. We collect and forward those email address.

We not retain records of candidates. After Avancier has registered examination dates and candidates with the BCS, Avancier uses the BCS e-professional records system, which retain records of Learners and the examinations they have sat.

Exceptional data (at time of writing none is recorded)

Avancier retains information about reasonable adjustments, complaints, malpractice, maladministration, securely, for three years.

Information related to a Learner will only be shared with individuals who need to know for the purpose of investigation and resolution.

Backups will be stored securely to prevent unauthorized access, loss, or damage.