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In the event of a COMPLAINT related to ASSESSMENT:

1. In the first instance, the complainant should discuss the marking with the tutor/assessor concerned.
2. Tutorial will be offered to justify the decision and to clarify what is required from the learner for the assessment.
3. In the event, agreement on marking cannot be reached, the complainant should advise the Centre Representative in writing, stating clearly the nature of the complaint.
4. The Centre Principal/Head of Centre is responsible for the overall resolution of assessment appeals, in consultation with a meeting of internal moderator(s)/supervisor(s) and tutor(s) to ensure objectivity.
5. Checking the assessor's judgment of evidence will form part of the process of a review meeting as follows:-
  - **Currency** The evidence must prove that the candidate is currently competent. Also, it is important that the competence is still relevant and has not, for example, become out of date because of changes in technology or legislation;
  - **Validity:** A key question for the assessor is 'what does this piece of evidence actually tell me about the candidate)s performance; does it, or does it not, relate to the specified standard? For example, to carry out a written test of the ability to drive a car with no practical evidence of driving ability would be an invalid assessment.

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- **Reliability:** The assessor must be satisfied that the evidence presented resulted from an assessment that was as fair as possible and was not subjected to any extraneous factor which might have affected the outcome.
  - **Authenticity:** How does the assessor confirm that the evidence presented belongs to the candidate? Was it produced by the candidate alone or with assistance from others? An assessment system must ensure that if competence is to be attributed to a candidate on the basis of evidence present, the issue of authenticity is addressed.
  - **Sufficiency:** An unbreakable rule of competence-based assessment is that **all** standards must be assessed. There should be enough evidence of the right quality to make a judgement beyond reasonable doubt about the level of competence achieved. The assessor must ensure that the sufficient evidence is collected to demonstrate that the candidate has not only met the requirements of each of the performance criteria across the full range, but also provided evidence of the required underpinning knowledge and understanding.
6. If necessary, the Centre will seek the advice of the relevant awarding body.
7. The Centre will seek to resolve assessment complaints/appeals within a period of four weeks (subject to any extenuating circumstances which may arise outside of the Insight's control), and subject to the timescales of ABC.

Flow chart for complaint related to assessment decision:

## POLICY FOR DEALING WITH LEARNER ENQUIRIES AND APPEALS AGAINST ASSESSMENT DECISIONS

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