

Introduction

From time-to-time learners may not reach the required standard to achieve a pass in an element of a course or qualification. Survive and Save Training is committed to providing opportunities for all learners undertaking training courses with us to be reassessed within a reasonable time.

Tutor Assessed Qualifications

- This policy covers all qualifications that are assessed by the programme tutor or other internally appointed assessor.
- During the course/programme learners will have been advised of the assessment criteria including when these elements need to be completed and marked. Full details of the assessment criteria will have been given to each learner on the first day of the course.
- Learners who complete assessment tasks and activities during the course but have not achieved a pass initially will receive written feedback and be able to discuss this with their tutor and be able to resubmit work during the course for further assessment. Where the work has still not achieved the required standard at the end of the course the qualification result will be referred and an application for reassessment will be required.
- Where assessment tasks and activities have not been completed within the agreed timeframe it will result in the qualification being referred and an application for reassessment will be required. In these situations, learners may not receive written feedback because of late or no submissions during the course.
- In individual cases revised submission dates maybe agreed that are beyond the last date of the course. Where this is the case, the learner must submit the required work to the tutor/assessor for assessment by the agreed date. Where the work reaches the required standard to pass the learner results will be updated and submitted. If the work is referred or not submitted in accordance with the revised deadline the learner will need to apply for reassessment.

Applying for Reassessment

1. Learners wishing to be reassessed for any referred elements of a qualification should initially contact the Company Director in writing requesting a reassessment, to include details of:
 - a. Qualification title
 - b. Course/Programme dates
 - c. Tutor's name
 - d. Elements to be re-assessed
2. A re-assessment fee is payable before work can be assessed. The fee will be advised at the point of application.
3. Re-assessment fees are payable in full prior to re-assessment taking place.
4. As part of the reassessment process Survive and Save Training can offer further training in any areas that have not achieved a pass standard at the end of the course. If a learner wants additional training this request must be included in any application for reassessment. There will be additional fees incurred for any training and this will be quoted at the same time as other reassessment assessment fees requested
5. Learner contact details will be forwarded to the course tutor / assessor to allow them to discuss re-assessment requirements with the learner.

Reassessment Policy

6. The tutor / assessor will carry out reassessment of learner's work as required within 10 working days of receipt of work, and relevant payment. Once assessed the assessor will advise the learner of the updated results decision.
7. The tutor / assessor will forward updated learner results to the centre key contact.
8. The centre key contact will submit the learner results to the relevant awarding organisation for processing.
9. Where a learner is not satisfied with the outcome of a re-assessment, they have the right to appeal. See centre Appeals Policy.

Independently Assessed Qualifications

This reassessment procedure applies to any qualification or part qualification that is assessed by an external assessor, independent of the training centre eg National Pool Lifeguard Qualification (NPLQ)

The assessor will complete the re-assessment in line with qualification requirements.

Applying for Reassessment

1. The learner should discuss requirements with the original tutor
2. In conjunction with the tutor the learner can either undertake additional training as required or be presented for re-assessment.
3. Reassessment arrangement must comply with the requirements of the both the qualification and the awarding organisation and may not be on the same day as the original assessment.
4. The learner will pay any required re-assessment fees which can include additional training fees (where applicable), assessors fee and assessment fee as required
5. A reassessment date will be agreed to comply with the requirements of the qualification.
6. On completion of the re-assessment, the assessors will pass any assessment materials to the centre key contact for storage and resulting in line with qualification requirements.
7. Where a learner is not satisfied with the outcome of a re-assessment, they have the right to appeal. See centre Appeals Policy.

All applications for re-assessment should be addressed to:

Company Director
Survive and Save Training Ltd
37 Lankers Drive
North Harrow
Middlesex HA2 7PA
Telephone: (020) 8429 3905
mailto: enquiry@surviveandsave-training.org

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