



Fair Assessment Policy

December 2024

1. Introduction

The Retrofit Academy offers numerous of courses involving different assessment procedures. Some examining or validating bodies identify the rules and regulations about how to deal with learners' concerns about assessments; others simply require The Retrofit Academy to have a published procedure which is available to learners if they wish to challenge the marks or grades awarded to them.

The Retrofit Academy distinguishes two types of 'complaint' in connection with assessment depending on whether:

1. You feel the mark or grade awarded does not fairly represent your actual achievement or;
2. You consider that for a reason or reasons that were not your fault you did not perform as well in the assessment as you might have done

2. Scope

This policy and its procedures apply to:

- The Retrofit Academy, its Board and employees in respect of all its activities.
- any other group company for whom The Retrofit Academy provides trainers and related services in respect of such training.

and to:

- learners enrolled with them;
- their contractors;
- other users of their services.

The policy and procedures will always apply when The Retrofit Academy is providing services or activities that come under the responsibility of the organisation.

3. An Appeal

In this case your concern is that the marks or grades you have been awarded do not fairly represent your achievement. This would include concerns that the range, nature and extent of evidence provided for assessment had in fact been adequate, when set against the national standards and published evidence requirements though you were not awarded a 'pass'.

4. A Grievance

In this case, you consider that for a reason or reasons that were not your fault, you did not perform as well in the assessment as you might have done.

An individual grievance may be made on the grounds that extenuating circumstances have been given insufficient consideration in the assessment.

An individual or 'group' grievance may be made on the grounds that:

- There was a departure from the regulations approved for the conduct of an examination or for the assessment of coursework or a competence in connection with a particular qualification
- Inadequate guidance being given compared with that implied in course literature

5. Outcomes

The outcomes of an appeal will be one of:

- The original mark or grade is confirmed
- The original mark or grade is increased or a 'pass' is conferred in a competency;
- The original mark or grade is reduced (this outcome is excluded in the case of some courses) The outcome of a grievance will be one of:
 - 'No further action' (i.e. the grievance is NOT upheld)
 - The right to immediate reassessment by the same or a different assessor
 - The right of referral to the next available assessment opportunity

6. Appeals Procedure

1.0 Clerical Error

1.1 If you suspect there might have been a simple clerical error in adding up the marks on your paper, you should always ask your Trainer/Assessor to check this.

1.2 Clerical errors on external examinations will be checked by the appropriate Board. The procedure is to complete the Board's own Appeals Form, available from the Registry, and to return it with the fee required by the Examination Board. The fee is

refunded if a clerical check shows that an error had occurred. Similar procedures exist for many other externally marked examinations.

2.0 Academic Judgement

2.1 If you feel that the mark or grade you have been awarded, or your failure to secure a 'pass' for a particular competence, does not adequately represent your real achievement then your appeal is against the academic or professional judgement of the Assessor.

2.2 Where the appeal is concerned with the internal assessment of:

- (i) academic competence, deducted from written or oral performance in connection with examinations, coursework or portfolio evidence;
- (ii) practical competencies deducted from the observation of motor skills; then each of the following steps should be followed.

3.0 Step 1

3.1 First discuss the matter with the person who carried out the assessment. You must explain your reasons for disagreeing with the mark or grade awarded as soon as possible after receiving the assessment decision.

The assessor will:

- (i) reaffirm the original result, giving you a clear explanation of the reasons (and completing any necessary documentation as required by individual course procedures).
- (ii) amend your mark/grade/result in all relevant records.

3.2 If you now agree with the decision of the original Assessor then this is the end of the Appeals Procedure. If you are not satisfied with the outcome, then you must proceed to the next step.

4.0 Step 2

4.1 The Director of Training is responsible for conducting appeals review of the decision made at step 1. Once the evidence has been reviewed the Director of Training will make a final decision and inform the learner of the outcome of the appeals review,

4.2 The decision of the Appeals Panel is final.

4.3 Records of all appeals will be logged by the Director of Training and relevant awarding organisation

If you would like to feedback any views, please contact us via the details provided below.

Contact us

Anyone who would like to feedback on this strategy, or have any queries about its content, please contact us on:

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Related Policies

- Complaints policy.
- Appeals policy and procedures.
- Any other policy that may constitute malpractice or maladministration.