



Assessment, Assessment Process, Appeals Procedure Policy

Pre Course Exam

On registration/enrolment for the Raptor Weight Vest course, students will be emailed a pre course exam of 25 questions with pre course reading. The pre course exam will take approximately 25 – 30 mins to complete and requires 3 – 4 hours of pre course reading from the course manual.

Students are to complete the pre course exam and return it by email no less than 7 days prior to the course start date.

Training Day – On Going Assessment

- Each session will start with basic theory and research; this will then be followed by a practical session with on going assessment throughout the day.
- After the days training and education has been delivered with the practical assessment completed, students will be asked to complete a feedback form asking how they think they have done, how the course went and their general views of the course.
- The students will then be debriefed on their feedback and formal results of the practical sessions throughout the day.

To successfully complete the entire course, the student must ensure they have passed the pre course exam and the on going assessment on the day of the course.

The course will start at 0830hrs and finish at 1730hrs (Inclusive of breaks), ensuring students receive the full 8hrs contact time and a total of (16 REPS points – TBC).

Directive 1

If the event a student fails the pre course written exam they will be given direction by the Tutor for areas of study in preparation for re-submission of the exam. This direction will be given no less than 4 days prior to the course start date. The student must then re submit the pre course exam no later than 48 hours prior to the start date of the course.

If the student fails the pre course exam for a second time, they will not be able to take part in the course. The student will not be able to re-apply to undertake the course for a further 6 months, after they have undertaken further study and reflection. The student will incur an admin fee of 20%, with the remaining 80% refunded.

On re registration the student will receive the course at a 20% discount (This offer will only be valid 12 months from original registration date).

The Pre Course Exam must all be completed prior to the start of the course.

If the student fails to submit the Pre Course Exam in the stipulated time and pass, under no circumstances will they be able to undertake the course.

Directive 2

In the event the student does not successfully complete the on going assessment, they will be given guidance to assist in their further study and practice to enable them to reflect and complete the course successfully at a later date.

They will be required to return within 6 months to complete the second half of the course (afternoon) again and undertake the on going assessment (Free).

If the student fails the ongoing assessment a second time they will be deemed to have failed the course.

If the students fails to comply with either Directive 1 or 2 within the allotted time frame, they will have been deemed unsuccessful in course completion and will be required to complete the whole course again at 20% discount of normal course price.

A student that has failed to comply with directive 1 and 2 cannot re apply to undertake the course for a minimum of 6 months.

Complaints

All complaints must be submitted in writing within 28 days of the course to appeals@raptorweightvests.com . Complaints will then be considered and acted on. A written reply will then be sent back within 28 days of receipt.

Appeals Procedure

1. Purpose

This Appeals Procedure applies to any student who wishes to appeal against their assessment decision.

All learners are assessed against our published assessment criteria.

All learners who agree to take our assessment will have received full written and verbal assessment instructions, assessment criteria and support towards assessment completion.

All learners will be assessed by assessors who hold nationally recognised qualifications (Assessor Qualification and where relevant Quality Assurance Verifier Qualification).

A learner who wishes to appeal against an assessment decision may do so, following this Assessment Appeals Procedure.

2. Grounds for Appeal

Candidates may appeal if it is believed that:

- The assessor was inappropriate in administering the assessment.
- The learner was not given a fair opportunity to provide evidence to be assessed against the assessment criteria.
- An unavoidable circumstance arose, which was outside the control of the learner, and resulted in the learner being unable to meet the assessment criteria as stated.

3. Appeals Procedure

Any appeal against an assessment decision should adhere to this process:

- Complete the Appeal Form below and send to 'The Director' at appeals@raptorweightvests.com
- Include any supporting evidence and assessment paperwork in support of your appeal.
- Send the Appeal Form + evidence to 'The Director' at the registered address or by email to appeals@raptorweightvests.com
- On receiving the completed Appeal Form, we will confirm receipt within 10 days.
- An external assessor/Quality Verifier will review the Appeal and respond within 14 days.
- Additional evidence may be requested to enable a full and fair decision to be made by the external assessor/verifier.

4. Appeal Outcome

Following a successful outcome of an appeal, the learner may have the opportunity to:

- Resubmit their assessment submission without charge.

- Have their assessment mark amended as agreed with the External Assessor/Verifier.

Appeal Request Form

Name

Assessment Date

Course Attended

Venue Date

Assessor's Name

Contact details:

tel email

postal address

Please give details of your reasons for this Appeal against your Assessment decision:

(Please refer to the Appeals Procedure and attach all assessment paperwork with specific details of your reasons for appeal)

Signature Date

(Intentionally blank)