Candidate Guidelines

Candidate Support and Guidance

The programme tutors, advisors and assessors aim to provide access to assessment, which is fair and reliable through: -

* the provision of induction, individual assessment planning and interim assessment
* the facilitation of workshops for the provision of advice and support
* telephone, fax and e-mail help and support
* recognition that evidence of competence can be generated in a variety of ways including observation of performance, product of work, accreditation of prior achievement, witness testimony, written statements, guided discussion, questioning etc.
* The provision of assessor feedback, which clearly identifies achievements as well as additional evidence, required
* Providing opportunities for the Accreditation of Prior Learning and Experience\*
* Regular meetings of assessors and internal verifiers to monitor candidate progress and assessment practice and to ensure that assessments are as consistent as possible
* Providing access to the Technical Academy Scotland’s Appeals Procedure in the event of a candidate being dissatisfied with an assessment decision

**\*Accreditation of Prior Achievement (APL/E)**

Access interviews will be held with prospective candidates to make sure that the qualification is appropriate to the candidates’ prior achievements and aspirations.

Assessment planning will include providing candidates clear and accurate plans for the collection and presentation of evidence of prior achievement. The assessment plans will be reviewed as appropriate with the candidates throughout the programme.

Candidates will be encouraged to identify and review all prior achievement of learning and experience that may be relevant to the qualification. They will be encouraged to form realistic expectations of the value and relevance of their prior achievements.

Candidates will be assisted to accurately analyse their evidence and to identify elements from the national standards that could be gained as a result of accrediting their prior achievement. The assessor will explain the options open to the candidates clearly and constructively and provide regular feedback.

**Candidate Induction Policy**

Technical Academy Scotland will formally induct new candidates. A ‘Confirmation of Candidate Induction’ for all such inductions, signed by the inducted candidate and also signed by the representative of Technical Academy Scotland delivering the induction, will be retained by Technical Academy Scotland.

Candidates being inducted will be given copies of the current policies and procedures that relate to their programmes. In addition, the candidates will be provided with the relevant Awarding Body information. Candidates will be introduced to the facilities and resources of the Centre and provided an overview of how the Centre operates.

The induction will be an opportunity to:

* Welcome new candidates
* Introduce the assessment team
* Explain the assessment process
* Explain the role of the Awarding Body
* Explain our policies – Health & Safety, Equal Opportunities etc.
* Explain our administration systems
* Explain our communication systems
* Explain the importance of data protection and confidentiality
* Explain our quality systems
* Explain our Candidate Appeals Procedure
* Enrol/Register Candidates

# **Candidate Appeals Procedure**

When a candidate wishes to appeal against an assessment decision the options open are as follows:

1. The candidate should within seven days of being notified of the decision write to his/her **Assessor** and explain the reasons for the complaint. After receiving the complaint the **Assessor** will then respond within seven days.
2. If agreement is not reached and the candidate is still not satisfied, then the candidate should within seven days write to the associated **Internal Verifier** stating clearly the grounds for appeal. After receiving the complaint the **Internal Verifier** will then respond within seven days.
3. If the outcome is still not satisfactory the candidate may within seven days make a written appeal to the **Academy Manager** of Technical Academy Scotland. After receiving the complaint the **Academy Manager** will arrange a panel of 3 independent **Internal Verifiers** not previously involved in the assessment of the candidate to make a final decision concerning the appeal. The panel’s decision will be based on written evidence and interviews with the candidate and all assessors involved. The candidate will be informed of a date for interview within seven days of the **Academy Manager** receiving the candidate’s complaint in writing. The date of interview should be within 28 days of the **Academy Manager** being notified in writing of the complaint. The candidate will be notified of the panel’s decision within seven days of being interviewed.
4. If the appeal is still unresolved, the candidate should refer to the relevant Awarding Body’s Appeals Procedure. Technical Academy Scotland will provide the Awarding Body’s Appeals Procedure on request.

**All associated correspondence must be in writing. Details of the appeal i.e. its nature, persons involved, dates of discussions and meetings must be recorded as evidence that the appeal has been correctly processed.**