



RLSS UK Qualifications - Awarding of Qualifications Policy

Applicable to:	✓	Astley Community High School
		Seaton Sluice Middle School
		Whytrig Middle School
Approval body:	Executive Headteacher	

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Business Manager (BW)	17 September 2019	1.0	Final approved version for publication
Business Manager (BW)	9 December 2020	1.1	Annual review; change to review frequency only as no updates to IQL UK model policies
Business Manager (BW)	9 December 2020	2.0	Final approved version for publication
Business Director (BW)	29 March 2023	2.1	Addition of malpractice and maladministration details
Business Director (BW)	25 May 2023	2.2	Updated to reflect IQL UK name and email address changes
Business Director (BW)	29 April 2024	2.3	Renamed and fully rewritten in line with RLSS UK model policies (January 2023) with addition of special considerations section based on RLSS UK model policy (February 2024)
Business Director (BW)	1 May 2024	3.0	Final approved version for publication

1 Complaints

Aims

- 1.1 Astley Community High School aims to meet its obligations when responding to complaints from all candidates, and others involved in the delivery and assessment of RLSS UK Qualifications, qualifications, and awards.
- 1.2 When responding to complaints, we aim to:
 - be impartial and non-adversarial
 - facilitate a full and fair investigation by an independent person or panel, where necessary
 - address all the points at issue and provide an effective and prompt response
 - respect complainants' desire for confidentiality
 - treat complainants with respect
 - keep complainants informed of the progress of the complaints process
- 1.3 We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

Definitions and Scope

- 1.4 A concern is defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. We will resolve concerns through day-to-day communication as far as possible.
- 1.5 A complaint is defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. We intend to resolve complaints informally where possible, at the earliest possible stage.
- 1.6 There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

Principles for Investigation

- 1.7 When investigating a complaint, we will try to clarify:
 - what has happened
 - who was involved
 - where this happened
 - when this happened
 - what the complainant feels would put things right
- 1.8 We intend to address complaints as quickly as possible. To achieve this, realistic and reasonable time limits will be set for each action once the necessary details of the complaint have been received.
- 1.9 Where further investigations are necessary, new time limits will be set, and the complainant will be provided with the new deadlines and an explanation for the delay.
- 1.10 We expect that complaints will be made as soon as possible after an incident arises, and no later than ten working days afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a

complaint at that time, and the complaint can still be investigated in a fair manner for all involved.

Stages of Complaint

- Informal
 - We will take informal concerns seriously and make every effort to resolve the matter quickly; it may be the case that the provision or clarification of information will resolve the issue.
 - The complainant should raise the complaint as soon as possible with the relevant member of staff or the Approved Training Centre/Provider (ATC/P) Co-ordinator as appropriate, either in person or by letter, telephone, or email; if the complainant is unclear who to contact or how to contact them, they should contact the ATC/P Co-ordinator (Anthony Day - anthony.day@svf.org.uk)
 - We will acknowledge informal complaints within two working days, investigate and provide a response within five working days.
 - If the complaint is not resolved informally, it will be escalated to a formal complaint.
- Formal
 - The complainant should inform the ATC/P Co-ordinator by email; the email should provide details such as relevant dates, times, and the names of witnesses to the events, alongside copies of any relevant documents, and the complainant should also state what they feel would resolve the complaint.
 - The ATC/P Co-ordinator (or designated member of the Senior Leadership Team) may contact the complainant in person, writing or via telephone, to clarify concerns and seek a resolution.
 - The ATC/P Co-ordinator (or other person appointed by the ATC/P Co-ordinator for this purpose) will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within twenty working days.

Referring Complaints to RLSS UK Qualifications

- 1.11 If the complainant is still unhappy with the decision given by the ATC/P Co-ordinator in reviewing the complaint, they can, where relevant, escalate the matter through to a member of the RLSS UK Qualifications Compliance Team by email at compliance@rlss.org.uk, by calling 0300 3230096, or by writing to RLSS UK Qualifications, Red Hill House, 227 London Road, Worcester, WR5 2JG.

2 Malpractice and maladministration

Definitions and Introduction

- 2.1 Malpractice and maladministration are two distinct, but related, concepts.
- 2.2 In broad terms, maladministration generally covers mistakes or poor process where there has been no intention on the part of the person responsible to do any harm. It may involve some degree of incompetence or ineptitude or may result from carelessness or inexperience.
- 2.3 By contrast, malpractice will generally involve some form of intent. It may also include circumstances where an individual has been negligent or reckless as to the consequences of their actions.

- 2.4 Astley Community High School aims to meet its obligations when responding to reports of malpractice and/or maladministration from all candidates, and others involved in the delivery and assessment of RLSS UK Qualifications, qualifications, and awards.

How to Report Suspected and Actual Cases of Malpractice and/or Maladministration

- 2.5 We expect that reports will be made as soon as possible after an incident arises, and no later than ten working days afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not reporting the incident at that time, and the case can still be investigated in a fair manner for all involved.
- 2.6 All actual or suspected cases of malpractice or maladministration should be put in writing to the ATC/P Co-ordinator (Anthony Day - anthony.day@svf.org.uk).
- 2.7 Where possible the report should include:
- what has happened (or is about to happen)
 - who was involved
 - where this happened
 - when this happened

What Will Happen to My Report?

- 2.8 All reports will be logged and acknowledged within two working days, investigated and where necessary passed through to RLSS UK Qualifications for further review.
- 2.9 When responding to reports, we aim to:
- be impartial and non-adversarial
 - facilitate a full and fair investigation by an independent person or panel, where necessary
 - address all the points at issue and provide an effective and prompt response
 - respect complainants' desire for confidentiality
 - treat the report with respect
 - seek guidance from RLSS UK Qualifications where necessary
 - notify RLSS UK Qualifications where necessary
 - keep complainants informed of the progress of the reports process

Referring Reports

- 2.10 If the complainant is not happy with the way the report has been handled they should contact a member of RLSS UK Qualifications Compliance Team by email at compliance@rlss.org.uk, by calling 0300 3230096, or by writing to RLSS UK Qualifications, Red Hill House, 227 London Road, Worcester, WR5 2JG.

3 Special consideration and reasonable adjustments

Introduction and Scope

- 3.1 This policy applies to all candidates who are undertaking or have completed a RLSS UK Qualifications qualification or award and sets out our process for reviewing reasonable adjustments or special considerations requests from candidates who are undertaking or have completed an RLSS UK Qualifications qualification or award.

- 3.2 As an ATC/P, we understand our requirements where a candidate, who has a difficulty or is disabled within the definition of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled or does not have a difficulty.
- 3.3 As an ATC/P we endeavour to ensure that all training and assessments should be a fair test of the candidates' practical skills and knowledge. For some candidates, we recognise the usual format of training and assessments may not be suitable, in these cases reasonable adjustments and/or a special consideration may be applied at our discretion in line with RLSS UK Qualifications policies or we will support any candidate with submitting an application to RLSS UK Qualifications.

Definition of a Reasonable Adjustment

- 3.4 A reasonable adjustment relates to any actions that help to reduce the effect of a disability or difficulty, which may place the candidate at a disadvantage during the delivery of a qualification or an assessment situation. They are applied to an assessment process for a qualification, to enable a candidate with a disability or difficulty, to demonstrate his or her knowledge, skills and understanding of the levels of attainment required in the qualification specification.
- 3.5 When a reasonable adjustment has been applied, the work produced by the candidate will be marked to the same standards and assessment requirements as the work assessed of the other candidate(s).

Principles of Making a Reasonable Adjustment

- 3.6 As an ATC/P we will ensure any adjustments made to an assessment will:
- not invalidate the assessment requirements of the qualification
 - not give the candidate an unfair advantage
 - reflect the candidate's normal way of working
 - be based on the individual need of the candidate
- 3.7 As an ATC/P we will ensure we consider the following, upon deciding whether an adjustment to an assessment is required:
- The reasonable adjustment must not compromise the competency standard.
 - The reasonable adjustment must not give the candidate an unfair advantage. While the process for examinations and assessments might be modified, the candidate must demonstrate the skills and competence required by the assessment, to maintain the quality, validity, and reliability of the assessment.
 - The reasonable adjustment must be based on individual requirements. Decisions about the reasonable adjustment(s) required by each candidate must be taken only after careful consideration of the assessment needs of each individual. Different candidate with the same impairment may have quite different reasonable adjustment requirements. Similarly, we will not assume that the reasonable adjustment required by a candidate for a particular assessment will be required for all assessments. Some candidates may need a single adjustment, others may require a combination of several adjustments.
 - The reasonable adjustment must be accompanied by suitable evidence, where appropriate. We need to satisfy ourselves that a candidate's request for a reasonable adjustment is legitimate. On some occasions, this will involve obtaining evidence that is sufficient, valid, and reliable.

- The assessment activity is valid and is measurable against the assessment criteria. Any adjustment(s) that are implemented during the assessment must ensure that:
 - they do not impact on any other candidates
 - will only provide the intended candidate with the necessary assistance, without giving them an unfair advantage over others
 - we will be clear about the extent to which the candidate is affected by the disability or difficulty

How to Apply for a Reasonable Adjustment

- 3.8 All applicants must complete and return a [reasonable adjustment application form](#) and any supporting evidence for review to the ATC/P Co-ordinator (Anthony Day - anthony.day@svf.org.uk).
- 3.9 Candidates should aim to give us ample opportunity to review any requests for a reasonable adjustment prior to their assessment. Ideally, at the first point of contact via the enrolment or registration process, day one of the training course or at the start of the assessment.

Your Reasonable Adjustment Application Form and Supporting Evidence

- 3.10 As an ATC/P we keep records of all reasonable adjustment applications along with the outcome, which will be logged and retained in line with RLSS UK Qualifications audit requirements. We do not retain supporting evidence.
- 3.11 In line with RLSS UK Qualifications policies we are able to apply one or more of the following adjustments to an assessment taken under examination conditions without the need to apply directly to them:
- Extra time up to 25%
 - Supervised rest breaks
 - Change in the layout of assessment room
 - Candidates to take the examination solely under moderation of an assessor
 - Taking the assessment at an alternative venue
 - Use of coloured overlays
 - Use of paper based bilingual dictionary
 - Assessment materials on coloured paper
 - Reader
- 3.12 We will ensure we follow the same principles as if we were applying to them and obtain all the required information and evidence and document this in the same way.
- 3.13 Where we have any uncertainty over the adjustment(s) that can be applied to an assessment we will seek advice from RLSS UK Qualifications.
- 3.14 Where an application is for an adjustment not listed above, we will pass the application and any evidence immediately to RLSS UK Qualifications to review and respond accordingly in line with their own policies.
- 3.15 Please note due to the nature of RLSS UK Qualifications there is not a guarantee the requested adjustment will be granted.

Definition of a Special Consideration

- 3.16 A special consideration is a post-assessment adjustment to the candidate's assessment results, or rearrangement of an assessment time or date.
- 3.17 A special consideration can be granted after an assessment has taken place if a candidate is deemed to have been disadvantaged.

How to Apply for a Special Consideration

- 3.18 As an ATC/P we are not able to apply a special consideration to assessment results. Special considerations can only be granted by an Awarding Organisation. To apply for a special consideration, the applicant or authorised persons must complete the RLSS UK Qualifications [Special Consideration application form](#).

3.19 Your Special Consideration Application Form and Supporting Evidence

- 3.20 As an ATC/P we keep records of all special consideration applications, which will be logged and retained in line with RLSS UK Qualifications audit requirements. We do not retain supporting evidence.

Safety Considerations

- 3.21 There are no circumstances when the safety of a candidate or participant should be compromised in the pursuit of an assessment. In a practical activity, if there is a concern that the effects of a person's disability or difficulty may have safety implications for themselves or others, a suitably qualified person within our ATC/P will carry out a risk assessment related to the candidate's particular circumstances. Assumptions will not be made about a disability posing a safety risk.

4 Appeals

Introduction and Scope

- 4.1 This policy applies to all candidates who are undertaking or have completed an RLSS UK Qualifications qualification and sets out our procedures and approach to submitting and considering appeals, to ensure that all outcomes are fair, consistent, and reliable.
- 4.2 All candidates have the right to enquire about, question or appeal against an assessment decision.
- 4.3 Appeals may be made in relation to:
- the results of assessments
 - decisions regarding Reasonable Adjustments and Special Considerations
 - decisions relating to any action to be taken against a learner or an ATC/P after an investigation into malpractice or maladministration
 - where evidence suggests we did not apply procedures consistently, or that procedures were not followed properly and fairly

Principles of Making an Appeal

- 4.4 If a candidate is unhappy about the assessment decision awarded to them, they must first go through our appeals process prior to contacting RLSS UK Qualifications. As part of our agreement with RLSS UK Qualifications, we must operate an appeal process for learners.

How to Appeal

4.5 Appeals should be made in writing via email to the ATC/P Co-ordinator (Anthony Day - anthony.day@svf.org.uk) within seven working days of the assessment date.

4.6 The appeal must detail:

- candidate name and contact details
- venue name and RLSS UK number
- trainer name and RLSS UK number
- assessor name and RLSS UK number
- names of others involved
- details of the grounds for appeal
- copies of any supporting evidence

4.7 If the appeal is excessively long or complex, we may ask you to provide a summary so that we are clear what the issues are.

What Will Happen to My Appeal?

4.8 Where possible, we will undertake an initial, informal assessment of all potential appeals, to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. We may do so over the telephone or via email. In all instances, we will ensure that the person carrying out this initial check does not have a personal interest in the decision being appealed. All actions will be confirmed via email.

4.9 Sometimes a more formal approach is required and in these cases your appeal must be put in writing via email directly to the ATC/P Co-ordinator (Anthony Day - anthony.day@svf.org.uk).

4.10 If the appeal cannot be put in writing, a member of our team will relay any verbal conversation via email, to ensure the details around the appeal have been understood.

4.11 All appeals will be acknowledged within two working days, investigated, and a response provided within ten working days. If the process is likely to take longer, we will contact all parties concerned to inform them of the likely revised timescale.

4.12 We will endeavour to complete any appeals investigation within ten working days of the receipt of the initial written appeal. To ensure a fair and thorough investigation, the duration may depend on the nature and severity of the appeal received, and the investigating team member will notify the appellant as soon as possible, if the investigation will take longer than expected.

4.13 If your appeal is not upheld, we will explain why.

4.14 If we feel your appeal is successful, we will forward all relevant information and evidence to RLSS UK Qualifications for review.

4.15 If you are not happy with the way your appeal has been handled or the outcome of our investigation, you can refer your grievance to the RLSS UK Qualifications Compliance Team by email at compliance@rlss.org.uk, by calling 0300 3230096, or by

writing to RLSS UK Qualifications, Red Hill House, 227 London Road, Worcester, WR5 2JG. This must be done within ten working days of receipt of our decision.

Contacting RLSS UK Qualifications

- 4.16 RLSS UK Qualifications will only review the original appeal and your dissatisfaction with how it was handled.
- 4.17 Further consideration of your appeal will only be made if the review considers the complaint was not handled according to our procedures or failed to consider critical evidence.
- 4.18 Any decisions made at this stage will be signed off by the RLSS UK Qualifications Compliance Team.
- 4.19 RLSS UK Qualifications will require evidence that you have firstly gone through our appeals process.