



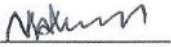
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Assessment Appeals Policy

Managing Director Name Ms. Rebaone Kgabi	MD SIGNATURE: P.P Signature: 	LAST REVIEW DATE: 30 June 2024
Year 2024	Version 1	003



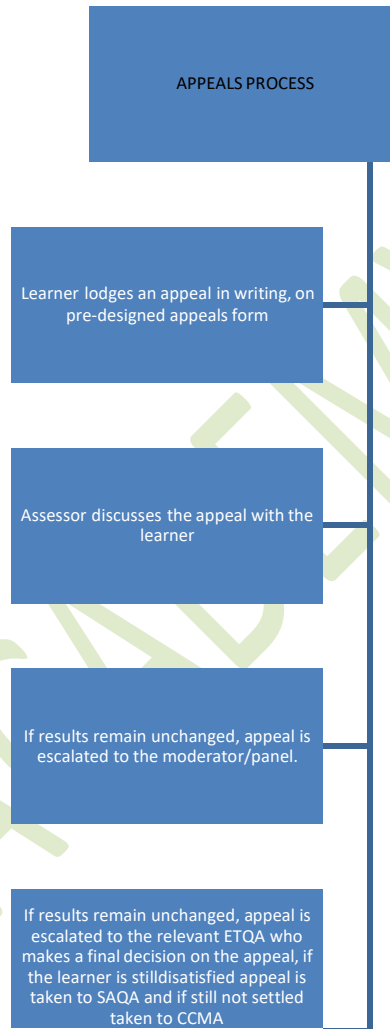
1. Policy Overview

1.1	Policy Purpose	The reason for the policy is to describe the process to follow where a dispute arises from any assessment that took place in any learning that has been applied.
1.2	Related Policies / Legislation	<p>Related policies directly influenced by or linked to this policy document are:</p> <ul style="list-style-type: none"> • Assessment Policy • Moderator Policy • ETD Administration Policy <p>Related or influencing legislation directly related to this policy document are:</p> <ul style="list-style-type: none"> • NQF Principles • SAQA Quality Management Systems for Education and Training Providers • SAQA Criteria and Guidelines for Accredited Providers.
1.3	Scope of Policy Application	The scope of this procedure will cover the appeals on assessments done, the moderations that follows and the investigation panel that would provide a resolution on the outcome of the appeal.
1.4	Exclusion (if applicable)	No exclusions are applicable to this policy.
1.5	Terminology	Refer to Appendix A.
1.6	Policy Statement	The Assessment Appeals Policy serves to uphold and enhance the optimum performance of the organization in order to deal with appeals in a credible manner.



2. Policy Implementation

2.5 Assessment Appeals



2.5.1	Managing appeals	<p>Students can lodge an assessment appeal</p> <p>Stakeholders in the appeals process are the Learner, the Assessor, Moderators, relevant ETQA, Verifier, and SAQA.</p> <p>The categories/scope of appeals will be against the following:</p> <ul style="list-style-type: none"> • Assessment results • Assessment procedure/process • Interpretation and judgment of evidence • Assessors' standards and Code of Conduct • Providers' Code of Conduct <p>All the above stakeholders have access to appeals information.</p> <p>The appeals policy and process enforce the principles of assessment.</p> <p>The appeals process is communicated and agreed upon in writing when preparing the learner for assessment. It is also in the learner contract.</p> <p>The appeals process is managed and monitored by the Quality Assurance Manager.</p> <p>PID has a right to change or uphold a decision based on the principles of assessment and the Quality Management System.</p>
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3. Policy Maintenance

3.1	Quality Assurance	<p>The information/reports/documents that will serve as indicators of quality to measure successful implementation of the policy are the review documents, appeals documents, moderator reports and assessment reports.</p> <p>The criteria will be measured against the information contained in the reports as well as review documents as items to be actioned.</p>
3.2	Policy Review	<p>The Quality Assurance Manager is accountable for the review of the policy. The QMS policies must be reviewed at least once a year by all the stakeholders of this particular policy and updates and reviews must be communicated to the relevant stakeholders by the QAM.</p>
3.3	Non - Conformance	<p>Non-conformance of policy is reported to the Chief Executive Officer who documents and appoints a committee to complete an audit.</p> <p>The committee, chaired by the Quality Assurance Manager, will submit a report on the findings and possible solutions.</p> <p>The Quality Assurance Manager will implement/update changes for submission to Chief Executive Officer.</p>

4. References

4.1	References	<p>Assessment Policy Assessor Code of Conduct RPL Policy Moderation Policy Learner Code of Conduct PID Rules and Regulations</p>
4.2	Forms and Templates	<p>Appeals Procedure Pre assessment Meeting Form</p>

