



ASSESSMENT POLICY AND PROCEDURE

Responsible Officer

Head of People Services & Communications

Aim of the Policy

The purpose of this policy and procedure is to ensure fair access to assessments for all learners on Chartered Institute of Housing (CIH) qualifications delivered by the Phoenix Academy Centre.

The aim of this policy and procedure is to:

- Ensure learners receive accurate and useful information about their progress and attainment.
- Ensure that staff receive clear and effective advice on managing the assessment process.
- Ensure compliance with the Chartered Institute of Housing Awarding Organisation regulations.
- Support improvements in teaching effectiveness, learner achievement and progression.

Scope of the Policy

This policy applies to all Chartered Institute of Housing qualifications delivered by the Phoenix Academy Centre.

The Policy

Where qualifications require assessment or assignment, the coursework schedules including submission dates and grading criteria will be made available to learners at the start of the course.

To ensure consistency in national standards and quality assurance of our teaching staff, we may ask to retain some learner's portfolios and assignments after they have been marked for the Internal Quality Assessor (for Phoenix) and External Quality Assessor (for the Chartered Institute of Housing).

Receipt of Assignments & Assessments

On submission of an assignment or assessment, learners will receive a receipt or online acknowledgement if using the online portal that an assignment or assessment has been submitted.

Late Submissions

Late submission is defined as receipt of an assignment or assessment by the Phoenix Academy Centre after the final submission date and time. For example, an assignment that is due by noon is considered late if it is submitted at 17:00 on the same day.

Learners who are unable to submit their assignment or assessment on the due date must contact the Course Manager and Tutor explaining the reason for not submitting the work on time.

In exceptional circumstances, an extension will be given with appropriate supporting evidence. Examples of such circumstances include and are not limited to: certified illness, bereavement or personal trauma and jury service.



Learners with Additional Support Needs

Allowances and reasonable adjustments may need to be made for learners with additional support needs. Requests for allowances and reasonable adjustments should be made using the Chartered Institute of Housing Reasonable Adjustment Form with supporting evidence in line with the Chartered Institute of Housing Learner Support Arrangement Policy.

Assessment & Assignment Grading

The marking of an assessment/assignment will comply with the requirements of the assessment criteria provided by the Chartered Institute of Housing as the awarding organisation.

The Procedure

Assessment & Assignment Grading

Learners who have concerns on the outcome of an assessment/assignment should first discuss the issue with the course tutor.

If the concern cannot be resolved, the learner can follow the appeals procedure:

Stage 1

Learners should outline their concerns about the outcome of the assessment in writing to the Course Manager within 10 working days of the receipt of the marked assessment/assignment.

The Course Manager will investigate the appeal by reviewing all relevant documentation and will seek to resolve the matter with the learner. Where appropriate, the Course Manager may request the Internal Quality Assessor (Internal Verifier for Phoenix) to review the outcome and assessment as part of the investigation.

The result of the appeal will be notified to the individual within 10 working days of receipt of their written response.

Stage 2

In the event of a further appeal, the learner should outline their concerns about the outcomes of the assessment and the reasons why they feel the issue is not resolved to the Learning and Development Manager from Phoenix within 10 working days of the date of the Stage 1 Appeals Outcome letter.

The Learning and Development Manager will investigate the matter, outline their decision in writing within seven working days and inform the learner of their right to appeal to the Chartered Institute of Housing.

Referring an appeal

Learners who remain dissatisfied after our response to the Stage 2 appeal, can refer the matter to The Chartered Institute of Housing as the awarding organisation.



Review

We will review this policy and procedure every three years, or sooner if there are changes to legislation, good practice or other learning.

Associated documents, policies and procedures

- Chartered Institute of Housing Complaints Policy
- Chartered Institute of Housing Learner Support Arrangement Policy and Form
- Phoenix Academy Centre Complaints Procedure
- Phoenix Academy Centre Malpractice Policy and Procedure
- Phoenix Academy Centre Assessment Policy and Procedure
- Equality and Diversity Charter
- Phoenix Group Data Protection Policy
- Whistleblowing Policy

Definitions

Term	Description
Internal Verifier / Internal Quality Assessor	A person who on behalf of the Phoenix Academy Centre carries out sample checks on learner's portfolios and assessments to check the quality and validity of the assessment, to make sure that learners have been assessed consistently, fairly and in line with the Chartered Institute of Housing standards.
External Quality Assessor	A person external to the Phoenix Academy Centre on behalf of the Chartered Institute of Housing who carries out sample checks on learner's portfolios and assessments to ensure that a high quality service has been delivered and the and that the assessment and Internal Verifier decisions are valid and reliable.
Assessment/ Assignment	Process and methods of making a judgement on learner's knowledge through a piece of coursework.
The Chartered Institute of Housing (CIH)	The Chartered Institute of Housing is the awarding organisation for Chartered Institute of Housing qualifications
Learner	Includes tenants, lessees, freeholders, students and other persons attending Phoenix Academy courses.



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