

Appendix A

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CodeClan Ltd - Assessment Statement

Principles of Assessment

SQA defines assessment as measuring evidence of candidate's attainment of knowledge and skills against qualification standards. There are two modes of assessment — internal and external.

Internal assessment is where centres apply assessment instruments and make assessment decisions about candidate evidence. Centres may also devise the assessments but this does not apply equally across all SQA qualifications.

External assessment is where the awarding body takes on these duties and centres administer assessment activities on its behalf. In common with all awarding bodies, we strive to ensure that assessment of our qualification is valid, reliable and practicable.

Validity

Each assessment should be designed so that it provides candidates with the opportunity to produce evidence to show they have the knowledge and skills they need to meet the requirements of the qualification.

An assessment is valid when it:

- ◆ is appropriate to purpose (eg a practical assessment should be used to assess practical skills)
- ◆ allows the production of the evidence of a candidate's performance which can be measured against standards defined in the qualification
- ◆ allows candidates to produce sufficient evidence of all the skills and knowledge required to satisfy standards in the qualification
- ◆ facilitates the making of reliable assessment decisions by all assessors for all candidates
- ◆ is accessible to all candidates who are potentially able to achieve it

Reliability

To be reliable, assessment decisions on candidates' performance must be consistent between all assessors and for all candidates undertaking the same assessment task. In any assessment system, procedures have to be put in place to ensure this.

Assessment decisions are reliable when they are based on evidence that is:

- ◆ generated by valid assessments
- ◆ generated under consistently-applied conditions of assessment (eg open-book, supervised or invigilated)

The authenticated work of the candidates being assessed and when they are:

- ◆ taken on the basis of clearly-defined performance and/or grade-related criteria
- ◆ consistent across the range of assessors applying the assessment in different situations and contexts, and with different candidates
- ◆ consistent over time

Practicability

For assessments to be practicable (ie capable of being carried out both efficiently and cost effectively) there has to be adequate resources and time. CodeClan's assessment system should have the flexibility to meet the needs of all candidates.

Examples of issues associated with practicability are:

- ◆ in the context of oral assessments or interviews, balancing the need for assessment reliability with considerations of staff and candidate time and potential stress
- ◆ in the context of assessing practical skills, bearing in mind any resource implications

CodeClan Ltd - Complaints Procedure

We are committed to providing high quality services to all our candidates, students, staff, customers and suppliers. We value complaints and use information learnt from them to help us improve the services we offer. If something goes wrong or you are dissatisfied with what we are providing, please tell us – you should feel free to raise matters of concern without risk of disadvantage. This document describes our complaints procedure and how to make a complaint

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action, or lack of action, or about the standard of service provided by us, or on our behalf.

What can I complain about?

You can complain about things like:

- the quality and standard of any service we provide
- failure to provide a service
- the quality of our facilities or learning resources
- unfair treatment or inappropriate behaviour by a student or staff member.
- the failure of CodeClan Ltd to follow an appropriate administrative process
- dissatisfaction with CodeClan Ltd policies

Your complaint may involve more than one aspect of the above or be about someone working on our behalf.

What can't I complain about?

There are some things CodeClan Ltd can't deal with through our complaint handling procedure. These include:

- a routine, first-time request for a service
- a request under Freedom of Information or Data Protection legislation
- a request for information or an explanation of policy or practice
- an appeal about an academic decision on assessment or admission
- an issue which is being, or has been, considered by a court or tribunal
- a request for compensation only
- an attempt to have a complaint reconsidered where we have already given our final decision following an investigation.

We will not normally treat information received through routine feedback mechanisms – such as responses to questionnaires – as complaints.

If other procedures or rights of appeal may help you resolve your concerns, we will give information and advice to help you.

Who can complain?

Anyone who receives, requests or is directly affected by the services of CodeClan Ltd can make a complaint to us. We encourage anyone with a complaint to approach us directly, but can accept a complaint made on your behalf (e.g. through a friend or a family member)

provided you give us your clear written authority to liaise with your representative, and provided you also give them clear authority to act on your behalf.

How do I complain?

You can complain in person, by phone, in writing, or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue, and directly to the service concerned. Please talk to a member of staff so that they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you would like us to resolve the matter.

Is there a time limit for making a complaint?

Normally, you must make your complaint within six months of:

- the issue arising, or
- finding out that you have a reason to complain.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What will happen if I complain?

Our complaint procedure has two stages:

Stage 1 – Frontline Resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. Where possible, you should raise your concerns with the relevant staff member. This can be done face-to-face, by phone, in writing or by email.

We will give you our decision at Stage 1 within five working days, unless there are exceptional circumstances.

If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to Stage 2 of the complaint procedure. You may choose to do this immediately or shortly after you receive our initial decision.

Stage 2 – Complaint Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. We have a complaint form, which will help you to state your complaint clearly to us. Although we will also accept complaints that are made in person or on the phone, we encourage you to complete the complaint form in the interests of clarity and in order to best assist the investigation process. The complaint form and any supporting documents will be seen by the person investigating your complaint, by anyone named in the complaint and by relevant staff in the department(s) being complained about.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days and tell you who is dealing with your complaint
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

Getting help to make your complaint

We are committed to making our service easy to use. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you access and use our services. If you have trouble putting your complaint in writing, or want this information in another format, such as large font or Braille, please let us know.

CodeClan Ltd - Complaints Form

CodeClan Ltd aims to offer the best possible student experience. In order to achieve this, everything we do is informed by our core values: being forward-thinking, putting quality at the heart of everything we do, sharing a passion for learning, and working together to achieve more. If you feel we have fallen short of any of these values in our dealings with you, we understand that you may wish to complain about this.

Before completing this form, please read the information about our Complaints Procedure.

First Name:	
Surname::	
Address:	
Email:	
Phone:	

1. Please tell us your complaint in the box below (where possible, include any relevant dates, locations, and any information you have about CodeClan Ltd staff or volunteers who may have been involved).

Date of incident:	
People involved:	

Please give us details of anything you have already done to raise this issue with CodeClan?

Who did you speak with?	
Date:	

3. Please explain how you feel we can best resolve this issue.

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Thank you for taking the time to complete this form. Please email your completed form to complaints@codeclan.com, or deliver it to any CodeClan staff member.

CodeClan Ltd - Plagiarism & Malpractice Guidance

Plagiarism can be defined as taking someone else's work or ideas and trying to pass them off as your own.

This can take various forms, including, but not limited to:

- Including part of someone else's work in your own without using quotation marks and identifying the source this includes cutting and pasting information from the digital sources
- Copying, re-wording or summarising someone else's work and including it as your own without acknowledging the source;
- Not labelling diagrams/drawings/screenshots of other people's work that you have used

Collusion involves two people working together on a task that should have been done by the candidate. This could be:

- Two candidates working together on their respective PDAs;
- An Instructor working specifically on a task a candidate is submitting as evidence towards their PDA;
- The assessor providing too much support and disempowering the candidate.

While we encourage the excellent support that candidates can give to each other, and the crucial support that candidates get from their Instructors, there is a very definite difference between providing support, and disempowering a candidate.

Penalties

Where Plagiarism or Collusion is identified, the following courses of action may be taken:

1. The candidate concerned may be withdrawn from completing the PDA, and SQA notified of the reasons for this;
2. The candidate concerned may be issued with a warning and asked to resubmit the piece of work in full.

The SQA Co-ordinator will make a decision on which penalty is appropriate, based on the severity of the malpractice.

All assessment decisions are open to appeal. The Assessment Appeals policy is attached to this Appendix or may be accessed through the Student Intranet under SQA Policies & Procedures folder.

CodeClan Ltd - Assessment Appeals

First steps

If you are unsatisfied with the assessment that you have been given for any Unit of the PDA you may appeal.

We recognise that the decision whether to submit an appeal or not can be a difficult one. As a student of CodeClan you should rest assured that the decision to submit an appeal will not be held against you and that you can do so without any risk of disadvantage. If you are thinking of submitting an appeal, your first steps should be to:

Consult the following people

Your Course Instructor, the Student Wellbeing Officer, or other relevant member of staff. Consulting them may fully address your concerns and remove the need for an academic appeal.

Familiarise yourself with the grounds for appeal and the appeal procedure.

Grounds for appeal for students.

Any student wishing to submit an appeal must have legitimate grounds for doing so, namely one or both of:

- substantial information directly relevant to the quality of performance in the examination which for good reason was not available to the examiners when their decision was taken;
- alleged irregular procedure or improper conduct of an examination. For this purpose “conduct of an examination” includes conduct of a meeting of the SQA examination board.

The following important considerations should be noted:

- The appeal process cannot be used to challenge academic judgment. That is, a student cannot submit an appeal simply because they believe that they deserve a better mark.
- Ignorance of the requirements for the submission of special circumstances does not constitute grounds for appeal.
- An appeal cannot be lodged until the SQA examiners board has published its final decision.

CodeClan Ltd - Academic Appeal Form

(to be completed by student)

Full Name:	SCN:
Course:	Cohort No:
Address for correspondence:	
Tel no:	Mobile no:
Email:	
Please state the decision against which you are appealing (e.g. examination result, progression, exclusion etc.)	
On what date did you receive notification of this decision/these results?	
Please tick the box(es) below to indicate the grounds under which you are appealing:	
<input type="checkbox"/> A - substantial information directly relevant to the quality of performance in the examination which for good reason was not available to the examiners when their decision was taken;	
<input type="checkbox"/> B - alleged irregular procedure or improper conduct of an examination.	
<input type="checkbox"/> C - Evidence of prejudice or lack of due diligence in the examination on the part of any of the examiners.	
Please indicate the outcome you would expect should your appeal be upheld:	

Please confirm the following:

1. I have read and understood the Academic Appeal Procedure Advice

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2. I have identified the grounds under which I am appealing <input type="checkbox"/>
3. I have enclosed a factual statement outlining my case for appeal <input type="checkbox"/>
4. I have enclosed any relevant independent supporting documentation <input type="checkbox"/>

Please complete this form and send it (along with your factual statement and any supporting documentation) by email to:

academic.appeals@codeclan.com

If you are unable to send your appeal electronically, you can send it in by post to:

Academic Appeals
CodeClan Ltd
37 Castle Terrace
Edinburgh
EH1 2EL