

Complaints about the CIfA NVQ Assessment Centre assessment process

complaints procedure

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The Chartered Institute for Archaeologists is incorporated by Royal Charter.

Power Steele Building, Wessex Hall, Whiteknights Road, Earley, Reading, RG6
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COMPLAINT PROCEDURE FOR COMPLAINTS ABOUT THE CIFA NVQ ASSESSMENT CENTRE ASSESSMENT PROCESS

About the procedure

The Cifa NVQ Assessment Centre aims to offer an efficient, courteous and timely service to NVQ candidates and their assessors in line with Centre policies. We value feedback, including complaints, in order to evaluate the organisation's performance and inform quality improvements.

Information about how to give feedback or raise a complaint can be found in the Candidate Pack and candidates will be made aware of this in their induction. Feedback on the NVQ as a whole can also be given via a Candidate Feedback form issued on completion of the course.

This procedure applies to complaints about the administration of and the process of assessment for the NVQ3 in Archaeological Practice as run by the Chartered Institute for Archaeologists (Cifa) NVQ Assessment Centre. It does not apply to assessment decisions which are dealt with in the Appeals Procedure which can be found in the Candidates Pack.

A complaint can arise from dissatisfaction about any aspect of the administration of and the assessment process of the NVQ, including actions of an assessor or member of staff.

Stage 1: Informal complaint

Informal complaints can be made to the candidate's assessor, the Centre Coordinator, Anna Welch anna.welch@archaeologists.net or the Head of Centre Kate Geary kate.geary@archaeologists.net. Complaints and feedback can also be sent by post to Chartered Institute for Archaeologists (NVQ Assessment Centre), Power Steele Building, Wessex Hall, Whiteknights Road, Earley, Reading, RG6 6DE

Complaints should be made as soon as possible after the action leading to the complaint arose in order to resolve the situation in a timely way. Complaints will be logged and acknowledged when received and replied to within 14 days.

All complaints against Cifa are taken seriously. However, in many cases complaints arise from issues that can be resolved by discussion. In the first instance, and before submission of a formal complaint, it would be expected that the issues had been raised with the relevant member of staff with a view to identifying a route to resolution.

Stage 2: Formal complaint

A complaint should be submitted using the 'Complaints against the Chartered Institute for Archaeologists' form which is available on request from the Cifa office or on the website at www.archaeologists.net/regulation/complaints and sent to the Head of Centre, Kate Geary kate.geary@archaeologists.net

If a complaint is very serious or a candidate feels unable to raise it informally then a formal complaint can be made directly. Acknowledgement of receipt of a complaint will be sent as soon as possible and within 14 days of receipt along with a copy of the complaint procedure.

Complaints should be received before the final assessment is made and every effort will be

made resolve or act on a complaint within 12 weeks. All complaints will be investigated and a formal written response provided.

Overall responsibility for this policy and its implementation lies with the Chief Executive. The policy is approved by the Board of Directors.

Appeals stage

If the complainant is not happy with the outcome of Stage 2 they can request that the complaint is reviewed again by the Chief Executive of CfA, Peter Hinton peter.hinton@archaeologists.net

The Chief Executive will review the documentation from Stage 2 and speak to the member of staff involved in investigating the complaint in this part of the procedure. The Chief Executive may delegate this to another nominated person who was not involved with the original investigation

Depending on the nature of the complaint or due to particular circumstances, the Chief Executive may wish to seek assistance from or refer the case to a panel of members of the Board of Directors.

A response will be sent in writing to the complainant. This will give the outcome of the appeal and any actions to be taken.

The decision of the Chief Executive or nominated person is final.

Confidentiality

CfA will attempt to maintain the confidentiality of complaints at all times and expects the complainant to do the same. A breach in confidentiality may result in the complaint being dismissed by the CfA NVQ Assessment Centre.

Reporting and review

The CfA Assessment Centre will review complaints on an annual basis and report outcomes and trends to the CfA Board of Directors

Complaining to SQA.

Candidates of SQA qualifications also have the right to complain to SQA awarding body. SQA will only consider your complaint if you have already gone through all stages of CfA's complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

SQA will deal with complaints about:

- Assessment — in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- Dissatisfaction with the way in which the centre handled the complaint

SQA will not deal with complaints about:

- Assessment decisions (use Appeals or Post-results Services)
- The wider experience of being a candidate (e.g. support services, funding, facilities)

Candidates also have the right to complain to SQA Accreditation after exhausting the ClfA NVQ Assessment Centre's and the SQA awarding body's complaints procedure.