

	Document Title	<b>Fair &amp; Consistent Assessment of Learners</b>		
	Doc. Number	TRA-POL-002	Doc. Owner	Training & Development Manager
	Author	Angela Byrne	Revision	Rev. 04
	Reviewed by	Angela Byrne	Approved by	John Kelly
	Next Review Date	04/12/2026	Approved Date	04/12/2025

## 1. Policy Statement

Fair and consistent assessment of learners is embedded in Shorcontrol Safety’s training culture. Many of our courses consist of a hands-on approach to learning and practical application of lesson plans, and so there are various forms of assessment depending on the relevant course and/or subject matter. We have implemented a robust verification method that aims to apply consistency of assessment across all our training courses.

We continue to develop and review our current processes on a continuous basis in order to assist learners in achieving their specific learning objectives, monitor their progress, and provide them with relevant feedback.

## 2. Purpose

The purpose of this policy is to define and demonstrate the company’s commitment to fair and consistent assessment of learners for accredited and non-accredited training courses.

## 3. Scope

The scope of this policy aims to cover all courses conducted by or on behalf of Shorcontrol Safety, that include exams, assessments, tests, quizzes, practical exercises of any other method of evaluating the learner’s knowledge pertaining to the information and/or skills of the course provided.

## 4. Definitions

Term	Definition
Assessment	Tools used to measure a learner’s ability to comprehend, understand and/or retain knowledge pertaining to a courses subject-matter. (e.g., exams, quizzes, etc.)

## 5. General Policy Requirements

### 5.1 Designing Assessments

- All applicable training programmes will be designed with a final assessment, and where relevant, practical exercises also incorporated as a means of determining whether the learner can demonstrate that they have become proficient enough in the course or programme’s subject matter to pass a minimum criterion of knowledge and understanding.
- All accredited courses will have a standard format that dictates how the assessments or exercises should be designed and/or implemented. Shorcontrol Safety will follow the format provided by each award’s governing organisation.
- Assessment material shall be consistent and relevant to the course and its subject matter.
- Assessment material is designed in a manner that allows for various tutors to grade the same response by an individual in an identical manner.
- Multiple choice and right-or-wrong assessments shall be incorporated as much as possible.

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- Open answer assessments shall have a set of clear criteria for grading provided to the tutor prior and during grading. This criterion must be made available to the learner once the assessment has been graded by the tutor/ assessor.

## 5.2 Coordinated Planning and Assessment

- Assessment schedule shall be agreed in advance with the tutor and assessor (if different).
- The tutor will inform the learners of the agreed assessment date(s).
- The tutor will ensure that the environment is suitable for the assessment and that no disturbances will be made during the assessment.
- Tutors will be provided with a tutor pack and checklist which they are expected to return to the Training Admin Team with completed assessments.

## 5.3 Information to Learners

- Learners will be given a ‘Learner Handbook’ to provide all relevant and support information the company offers. The handbook is available on the company website for Learners and prospective learners to avail of.
- Tutors will provide a course overview and learning objectives at the beginning of a course.
- Tutors will provide an assessment overview to all learners at the beginning of a course and monitor the learners understanding and progress at regular intervals throughout the course.
- Learners will be notified of the following at the beginning of each course:
  - Learning objectives
  - Additional requirements or expected input from learners
  - Assessment schedules
  - Appeals Procedure
  - Work Experience (if required)
  - Portfolio Checklist (if required)

## 5.4 Consistency and Verification of Assessments

- All tutors are provided with a ‘Tutor Handbook’ which outlines the principles of grading and marking assessments.
- All tutors will be made aware of the Appeals procedure.
- Mentoring can be provided to tutors if requested to support the grading and assessment process.
- Assessments graded by third parties must be provided in either multiple choice or right-wrong format.
- Assessments whose grading will determine or contribute to deciding whether an individual is awarded an accredited award, must follow criteria provided by the awarding organisation and may only be administered and graded by tutors/ assessors who have been approved by the certified body to deliver the course and evaluate learner responses.

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- Shorcontrol Safety shall implement robust internal verification procedures which are aimed at applying consistency of assessments across all courses.
- Shorcontrol Safety shall utilise fair and independent external authentication of assessment activities when practically possible.
- Shorcontrol Safety adhere to a systematic process of having assessments and results of courses internally verified and external authentication by implementing the *Approval of Results, Internal Verification and External Authentication* procedure.
- The tutor may, where applicable, provide feedback on assessments to the learners, to help them understand how to improve their rating and explain why the learner has received the particular grade.

### 5.5 Feedback, Appeals and Approving Results

- In the event that a learner fails an assessment, the learner must where possible be made aware of the reason for the failing grade or mark on the day that the assessment is submitted by them.
- Some courses contain assessments (e.g., project reports) which can be submitted after the course has officially ended; in these instances, the learner must be informed of when they will be made aware of the outcome and reason for the mark, they received by a specific date set out by the tutor prior to the last day of the course.
- In circumstances where the learner has failed the assessment, they are entitled to appeal the decision with either the assessor or tutor (if different) on the course provided.
- Reconciliation will be attempted to the best of the assessor or tutors' ability on that day, and outcome of the appeal shall be communicated to the learner.
- Where the learner does not accept the decision, they may further appeal their assessment result in writing to the Head of Training and Development at Shorcontrol Safety for consideration.
- Complaints and appeals procedures will be communicated to the learner as required or upon request.
- Accredited governing bodies will dictate whether a learner must either re-sit the entire course, part of the course and/or retake the assessment(s). The decision will be made by the accredited course provider unless stated otherwise by the governing body itself.

### 6. Responsibilities

Employee Title/Classification	Responsibility
<b>Training &amp; Development Manager</b>	Ensure courses, assessments and tutors are adhering to this policy.
<b>Tutors &amp; Assessors</b>	Ensure courses and assessments are adhering to this policy.

### 7. Enforcement

Employee Title/Classification	Responsibility
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<b>Training &amp; Development Manager</b>	Has the discretion in determining the repercussions in the discovery of a tutor's failure to comply with this policy.
<b>General Manager</b>	Has the discretion in determining the repercussions in the discovery of the Training & Development Manager's failure to comply to or enforce this policy.

## 8. Related Information and Documents

Document ID	Title
TRA-MAN-001	Learner Handbook
TRA-MAN-002	Tutor Handbook
ADM-POL-001	Maladministration & Malpractice Policy
ADM-POL-002	Security & Integrity of Assessments Policy
TRA-PRO-003	Re-check, Review & Appeals Procedure

## 9. Policy History

This policy shall be reviewed when:

- There is a change of General Manager at Shorcontrol Safety.
- There is a change in any of the related policies or procedures found in section 8. '*Related Information & Documentation*' of this document.
- As prescribed in Shorcontrol Safety's policy and procedure review schedule.
- As determined or requested by the General Manager at Shorcontrol Safety.

Revision Date	Author with Title	Description
19/10/2019	Adam Romans; Quality Coordinator	Update and conversion from 01-09-2016 QQI B6
01/04/2021	Adam Romans; SHQ Manager	Added relevance to TRA-PRO-003
27/07/2023	Angela Byrne; QHSM	Document code change and revision update.
18/10/2024	Angela Byrne; QHSM	Review and update against updated awarding body criteria in 2024.
04/12/2025	Angela Byrne; QHSM	Reviewed – no change. Review with AC Q4 2025 meeting.