



BIIAB Qualifications Ltd

Voided Assessments Policy

Purpose:

The purpose of this policy is to document the reasons why assessments can and should be voided and the process within the BIIAB systems to allow this to happen.

Reasons why an assessment will be voided:

Assessments could be voided for a number of reasons – the following list is not exhaustive but give an outline as to why an assessment might be voided:

- System error – exam fails to load correctly, stops working at a point in the assessment being taken, questions not displaying correctly or a complete system failure.
- Environmental issue – the environment in which the assessment is being taken leads to the assessment needing to be voided – for example another person enters the area or an emergency where the area needs to be evacuated and the assessment cannot continue within the assessment window.
- Internet connectivity issue – if the internet connection is not strong enough to last the entirety of the assessment there could be drops in the feed where the learner/apprentice is not being monitored.
- Incorrect assessment taken or at the wrong time, in the case of EPA the assessment could be sat too early (pre gateway) or too late (gateway time elapsed). When the assessment is scheduled the wrong one could be selected – sample instead of actual assessment or incorrect pathway.

Actions to be taken:

BIIAB approved centres and EPAO centres must notify BIIAB immediately if an assessment requires to be voided by an invigilator. The centre should then follow this up in writing within 48 hours so that BIIAB has written evidence including the reasons and any actions taken by the centre. The centre should also keep a copy of this for their own records.

BIIAB will investigate the reasons given which may include interviewing centre staff so that BIIAB can be made fully aware of the situation and this will help to review the process and identify the reason for the void.

BIIAB will notify the centre of the outcome of the investigation and whether the exam has been voided or not. Centres will have the right to appeal this decision and can follow BIIAB's Appeals Process.

BIIAB will record all episodes of exams which have been reported as voided and will include the outcome and decision made by BIIAB. This information will be used for auditing purposes and to help BIIAB when reviewing policies and procedures.

BIIAB's External Quality Assurers (EQAs) will monitor the centre's documentation as part of its annual audit which will include any voided exams, and EQAs will check if the centre has used these experiences when reviewing and updating its systems and procedures.