

Voided External Assessment Policy

1 Purpose

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

2 Reasons why an assessment will be voided

External assessments could be voided for a number of reasons and each instance will be dealt with on an individual case by case basis. The following list is **not** exhaustive but gives an outline as to why an assessment might be voided:

- 2.1 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.
- 2.2 Environmental issue – the environment in which the external assessment is being taken leads to the assessment needing to be voided – for example another person enters the assessment area or an emergency where the area needs to be evacuated and the assessment cannot continue within the assessment window.
- 2.3 Internet connectivity issue – if the internet connection is not strong enough to last the entirety of the assessment there could be drops in the connectivity where the learner/ apprentice is not being monitored.
- 2.4 Incorrect assessment taken or at the wrong time: in the case of End-point Assessment, the assessment could be sat too early (pre gateway) or too late (gateway time elapsed).
- 2.5 When the assessment is scheduled the wrong one could be selected – sample instead of actual assessment or incorrect pathway.

3 Actions to be taken

- 3.1 Centres must notify BIIAB Qualifications Limited immediately if an external assessment is required to be voided.
- 3.2 The Centre should then follow this up in writing within 48 hours so that BIIAB Qualifications Limited 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.
- 3.3 BIIAB Qualifications Limited will investigate the reasons given which may include interviewing Centre staff so that we can be made fully aware of the situation, and this will help to review the process and identify the reason for the void.
- 3.4 We will notify the Centre of the outcome of the investigation and whether the assessment has been voided or not. Centres will have the right to appeal this decision using our Enquiries and Appeals Policy.
- 3.5 BIIAB Qualifications Limited will record all episodes of external assessments which have been reported as voided and will include the outcome and decision made by BIIAB Qualifications Limited. This information will be used for auditing purposes and to help BIIAB Qualifications Limited when reviewing policies and procedures.
- 3.6 External quality assurers will monitor any Centres where external assessments have been voided as part of our External Quality Assurance process.