5.3 Learner Performance Feedback and Resit Policy

Version Control

Version	Date	Description	Author
1.0	January 2024	Initial Policy Development	C-TAC
2.0	November 2024	Updated to include TAQA system integration	C-TAC

5.3.1 Purpose
This policy ensures that learners receive timely, constructive feedback on their assessment performance and are provided with an opportunity to resit exam questions they did not pass, in compliance with PHECC Education and Training Standards and TAQA quality assurance principles.

5.3.2 Scope
This policy applies to all assessments conducted across C-TAC's full-time, part-time, and blended learning programmes.

5.3.3 Principles

- **Timeliness:** Feedback is provided promptly to support learner progress.

- **Constructiveness:** Feedback highlights strengths and areas for improvement.

- **Confidentiality:** Individual feedback is provided privately to respect learner privacy.

- **Support:** Learners who do not meet assessment criteria are given a single opportunity to resit exam questions they missed on the same day as the original assessment.

5.3.4 Process

1. **Providing Performance Feedback:**

    o Written feedback is provided within five working days of assessment completion.

    o Feedback includes comments on performance, areas for improvement, and next steps.

2. **Resit Opportunities for Unsuccessful Learners:**

    o Learners who do not meet assessment criteria are allowed to resit the exam questions they missed.

    o Resits are conducted on the same day as the original assessment and are limited to one attempt.

3. **Monitoring Learner Progress:**

    o Learners are encouraged to seek feedback throughout the course to support continuous improvement.

    o The Quality Assurance Team monitors learner progress to ensure that feedback and resit opportunities are effective.

4. **Documenting Feedback and Resits:**

    o Feedback and resit outcomes are documented in the Learner Record System.

    o Records are retained for a minimum of five years in compliance with data protection regulations.

5.3.5 Responsibilities

- **Board of Directors:** Provides oversight of feedback and resit processes.

- **Director of Training:** Ensures timely and effective feedback and resit opportunities are provided.

- **Quality Assurance Team:** Monitors feedback quality, tracks resit outcomes, and reviews compliance.

- **Faculty:** Provide clear, constructive feedback and facilitate resit opportunities.

- **Learners:** Use feedback to improve performance and participate in resits as needed.

5.3.6 Monitoring and Review

- The feedback and resit process is reviewed annually to ensure compliance and effectiveness.

- Internal audits verify that feedback is provided as outlined in this policy.

- Stakeholder feedback is collected to assess the effectiveness of feedback and resit support.

5.3.7 Approval and Compliance Monitoring

- **Approved by:** Adrian Coffey, Director of Training

- **Date:** October 2024

- Compliance with this policy is monitored through regular audits, feedback, and external verification.