

# RoSPA Reassessment Policy 2025

<b>Policy Owner</b>	<b>RoSPA</b>
<b>Policy Lead</b>	<b>Head of Qualifications</b>
<b>Audience</b>	<b>OFQUAL, Centres, Learners</b>
<b>Legislation and Regulation</b>	<b>OFQUAL Conditions of Recognition (GCoR) H</b>
<b>Formally endorsed by</b>	<b>Chief Financial Officer</b>
<b>Version</b>	<b>10</b>
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<b>Next Review</b>	<b>August 2026</b>
<b>Date effective from</b>	<b>1 October, 2025</b>

## **1. Guidance**

This policy should be read and implemented by RoSPA Centres involved in the delivery of our qualifications.

## **2. Introduction**

The purpose of this policy is to outline the criteria, procedures and conditions under which reassessments will be conducted.

## **3. Definitions**

- Ofqual General Conditions of Recognition – GCoR
- Qualification Management System - QMS

## **4. Policy statement**

Occasionally, Learners on a RoSPA course will need to be reassessed on part(s) of the qualification.

All reassessments must be taken within four weeks of the initial assessment date, unless the Centre has been given prior agreement or made alternative arrangements with RoSPA.

## **Policy**

### **Fees**

RoSPA will not charge for reassessments taken with **four** weeks of the initial assessment date. After four weeks, the Learner must be re-registered and the registration and certification fee for that qualification will be charged.

The Centre may also charge additional fees to cover costs of reassessments, which will be set by them.

### **Reassessment**

The following will apply:

1. When the Learner is required to undergo reassessment, they must be given specific feedback and guidance to enable them to improve on areas of weakness or shortfalls of the required standard
2. All Learners have the right to appeal against any assessment decision made by the Centre. To find out how to appeal, please refer to our Appeals Policy which is available from the online Qualifications Management System (QMS)
3. Reassessments must be conducted using the same assessment methods, instruments and tasks, in the same or similar situation and context and under the same conditions
4. As per initial assessments, Centres must have robust procedures in place to verify the identity of Learners that are reassessed. Specifically, a form of photographic ID



must be checked before the Learner is assessed. For assessments submitted via video recording, Learners must submit a scanned copy of their photographic ID

5. Declaration of authentication form is to be submitted with the reassessment paperwork. The form must be signed by the Centre and the Learner, to authenticate the work produced
6. If possible, reassessments can take place while the Learner is on the initial course. Alternatively, the reassessment should be undertaken using the following the arrangements:
  - For assessments that require continuous assessment by a Trainer/Assessor, Learners are required to contact the Centre directly to arrange a reassessment within **four weeks** of the initial assessment
  - For assessments that include the submission of assignments, these should be resubmitted with **four weeks** of the initial assessment
  - Assessments that require Learners to complete a microteaching assessment can either be reassessed by a Trainer/Assessor face to face or by submission of a video recording of their microteaching session.

For Learners submitting a microteaching session for reassessment, it is the Centre's responsibility to inform Learners of the following points to ensure a fair and equitable assessment process:

- The most suitable format to record their microteaching session e.g. resolution rate.
- How to submit the video recording and associated documents e.g. by portal, email, or post
- The requirement to record the full duration of the microteaching session, using video technology. Specific durations are detailed in the relevant course Qualification Specification
- For the purpose of identification, Learners must introduce themselves at the start of the recording, stating their name and workplace whilst facing the recording device
- In addition to submitting the video recording to the Centre, Learners are also required to submit the session plan and other relevant documentation (such as training notes and action plans). Exact requirements are detailed in the relevant course Qualification Specification
- All documents submitted must be identifiable to the Learner and include the name, date of assessment and, where appropriate, date of birth

### **Centre Responsibility**

Centres must enter the Learner's grade as a fail on the Qualification Management System (QMS) for the relevant assessment, before a reassessment is completed.

Centres are required to mitigate any risks relating to malpractice and maladministration of reassessments and have in place effective arrangements to prevent such cases. Examples include:

- All Trainer/Assessors and Internal Quality Assurers (IQAs) to receive training on what constitutes malpractice, how to recognise malpractice and how to implement measures to mitigate these for the qualifications they are involved with
- Malpractice and Maladministration Policy to be communicated to Learners along with examples of different types of malpractice
- All staff involved in assessment have a clear understanding of their parameters relating to their assessment intervention with Learners
- Trainer/Assessor follows qualification Centre Assessment Guidance, ensuring that it is used by the Centre **only** and not accessible to Learners
- Reasonable Adjustment Policy in place and available to all Learners who require assistance and support with their assessments
- When assessment is undertaken in the workplace, or when Learners are unable to take the assessment in controlled conditions, Centres are required to authenticate the assessment before submission for moderation, confirming that it is the Learner's own work.

You should be aware that the following could constitute malpractice of reassessments:

- copying or allowing work to be copied
- collusion: allowing Learners to work collaboratively with other Learners, beyond what is permitted
- allowing others to produce a Learner's work for the assessment
- exchanging, obtaining, receiving (even if not requested) or passing on assessment related information by any means of communication (even if just attempting to)

Please familiarise yourself with our Malpractice and Maladministration Policy, available on the Qualification Management System (QMS).

## 5. Responsibility and review

RoSPA will review and update this policy annually and revise it on an ad hoc basis, in response to customer and Learner feedback, observations from our monitoring data, changes in our practices, current best practice, guidance from the qualifications regulator authorities or external agencies, or changes in relevant legislation.

If you would like to feed back any views or opinions or have a query about any aspect of this policy, please contact us using the details below.

## Contact us:

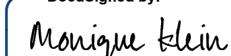
- Telephone RoSPA on 0121 248 2115
- Email us at [qualifications@ROSPA.com](mailto:qualifications@ROSPA.com)
- Or write to us at:  
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RoSPA House  
28 Calthorpe Road  
Birmingham  
B15 1RP

## 6. Evidence

Effectiveness of this policy will be measured against Centre and Learner feedback, collection of data from ongoing monitoring and Learner results.

## Approved by:

**Name:** Monique Klein      **Date:** 1/30/2026

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## Appendix 1: Related Documents

Document Title	Relationship to this policy
Ofqual GCoR, Section H	Rules about qualification credit: <a href="#">Ofqual Handbook: General Conditions of Recognition</a>
Malpractice and Maladministration Policy	Reassessment rules and what might constitute malpractice. Available on the Qualification Management System (QMS).
Appeals Policy	Procedure on how to appeal against an assessment decision. Available on the Qualification Management System (QMS).

## Appendix II: Document Provenance

Date endorsed	Category	Summarise changes made	Reason for change	Consulted	Changes endorsed by
XXXXX	New Policy			ELT, ARCom, BOT	BOT
August 2025	Policy Review	Updated contact email address	New email address	---	---