

Document Name	Learner feedback & remediation policy
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1. Purpose

This policy establishes guidelines for the delivery of feedback and conduct of remediation for learners during assessments for PHECC course awards.

Assessments will be conducted in line with PHECC Responder Examination handbook procedures and PHECC-issued examination materials, along with the Hibernian assessment & awards policy.

2. Feedback

During practical assessments the assessor will not provide ongoing feedback. However, once examination result is confirmed, the provision of any relevant feedback is encouraged.

Assessors are required to provide any feedback in a constructive manner, giving clear direction on any shortcomings and a clear outline on next steps available to the learner e.g. remediation and re-assessment.

3. Remediation

If during the MCQ and/or skills testing phase of a course, a learner is deemed unsuccessful, remediation will afford the learner an opportunity to further study or practice their skills or to ask further questions on elements of the course which they are having difficulty with or are unclear about.

Remediation can occur on the same day of the course or at a mutually agreed day/time after the course but must be completed within a four-week period following the course.

Any learner who has been unsuccessful during their assessment should be offered remediation and new assessment paperwork should be used to demonstrate remediation has taken place.

Once remediation is complete and the elements of the course which the learner was having difficulty with are refreshed, then a further assessment of the learner's skills may be undertaken by an assessor.

Should the learner be unsuccessful in their remediation, the instructor should direct the learner to the Hibernian Training Manager for options. The instructor should outline the appeals policy and the timeline required to make an appeal.

4. Assessment Policy

This policy is linked to the Hibernian Assessment & Awards Policy and aligns with core concepts of feedback and remediation being available to learners.