

## Results on Enquiries: Policy and Procedure

### 1. Principles and Overview

SSS aims to issue provisional and final results without unnecessary delay. The cooperation of the training providers (CoEs) is vital to this process. The overall procedure will follow this schedule (starting from date of final SSS assessment):

Activity	Timeline
(A) CoEs confirm final grades for e-portfolio and Capstones to SSS (via Learning Assistant) after internal and external verification	
(B) SSS conducts moderation and standardization of assessments	One week after (A)
(C) SSS releases provisional grades to CoEs (via ABMS)	Two working days after (B)
(D) Window for results' enquiries and appeals	Five working days after (C), exact dates stated on ABMS
(E) Final results confirmed to CoEs through ABMS	Two weeks after (D)

### 2. Results' Enquiries and Appeals

For all communications under section 2, the CoE should initially use this e-mail address:

[support@sss.org.sa](mailto:support@sss.org.sa)

#### 2.1 Enquiries on Results

These can be made by a CoE on behalf of any trainee, where, for a technical or system-related issue, grades were not entered correctly at Stage A in the table above. This can only apply to e-portfolio and Capstones. This allows a CoE to check the integrity of the data entered on Learning Assistant.

#### 2.2 Appeals

These can be made by a CoE on behalf of a trainee who considers that the grading given for his/her e-portfolio or Capstone was unfair. An appeal relates to 'quality' of grading by a CoE assessor.

Such an appeal will be carefully addressed by SSS, so a fee of SAR will be charged for each appeal for one qualification.

### 2.3 Issues relating to the assessment instruments

If a CoE considers that there is an issue or concern regarding an item or task in the assessments themselves, they should not use this procedure when communicating with SSS. Any reviews of items and tasks (and any potential changes made to scores/grades) will affect a whole cohort, so such concerns must be raised immediately following the assessment with the SSS External Verifier (for Capstone), or addressed to the SSS Quality Manager (for CBT).

## 3. Process

For both 2.1 and 2.2, only a CoE can submit a claim to SSS. Enquiries or appeals from individual trainees will not be processed.

Further information on making an enquiry or appeal is included in the Quality Manuals on SSS website (<https://www.sss.org.sa/content/introduction-1>), but if the process is to run smoothly and quickly, it is important that the initial communication from the CoE includes the following data:

Name of CoE

Title of qualification (with code)

Date of Assessment

Name of trainee(s) involved

Full description of the enquiry or claim (including any documentary evidence), including justification for any changes requested

Statement by the CoE assessor or senior manager indicating whether he/she supports the appeal

Signature of the Principal/Dean

## 4. Outcomes

### 4.1 Timelines

SSS will acknowledge receipt of the enquiry or appeal within 2 working days. More information may be requested from the CoE in order to reach a fair resolution, but the outcome from SSS will be communicated to the CoE in writing within 5 working days of receiving full information from the CoE.

#### 4.2 SSS Procedure

For **enquiries on results**, SSS will follow these up with system administrators, and liaise with Learning Assistant technical support staff as necessary.

For **appeals**, a senior member of SSS staff will review and evaluate all the available evidence before making a decision that will be referred to the SSS Director of Assessment & Certification for approval and communication to the CoE.

If a CoE does not accept the outcome of the SSS Appeals Committee, it has the right to issue a further appeal to SSS that must be submitted within 5 working days of receiving the Committee's decision. This final appeal will be considered by a panel of 3 with an independent chair. The panel's decision will be final and will be communicated to the CoE within a further 5 working days.