

CITP Assessor Training: **10. QA, Appeals Process &** **Recommendations**

10. QA, Appeals Process & Recommendations

Appeals

All applicants have the right of appeal. Applicants can appeal on the following grounds:

- Extenuating circumstances
- Proper processes & procedures were not followed
- Failure of technology during the interview

- Applicants must appeal within 30 days from the date of the notification of their outcome which is sent to them within 10 days of the date of their interview.

- The outcome notification contains the feedback contained within the interview report.

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Appeals:

Should the technology fail during an interview:

- It is usually a clear cut case to offer the applicant a 2nd interview
- It would rarely need to go as far as an appeal
- The problem and solution are easily identifiable

The most common reason for appeal is the applicant disagrees with the outcome and claims in their appeal that the proper processes and procedures have not been followed; that the assessor/s have not applied the assessment criteria correctly.

It is very important therefore to ensure you:

- Follow the guidance closely & complete the template thoroughly
- Become very familiar with criteria and requirements of the CITP standard
- Properly and professionally document, with examples from evidence, your reasons for declining the applicant.
- Make a recording of the interview, including the wrap-up with your fellow assessor

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Appeals

The Appeal is heard by an Appeal Panel who will:

- Determine if the application was processed as per documented procedures
- Look at whether the assessors have correctly applied the standard
- Read the appeal claim
- Decide upon the appeal outcome whether to uphold or dismiss
- If upheld, the Panel will decide whether the applicant should
 - Be invited to re-join the application process at a particular stage, usually this would be the interview
 - Be awarded CITP without the need to provide any further evidence.
- The applicant is specifically requested not to submit any additional evidence with their appeal, unless the appeal panel request it.
- The decision of the Panel is final. The interviewing assessors will not be asked to be involved in an appeal review.

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QA

BCS maintains a quality assurance process which ensures the rigour and consistency of the quality of its CITP assessments.

The QA Panel is made up of a selection of experienced assessors, invited by BCS to be part of a committee overseeing operational activities.

They are required to review a random sample of CITP assessments; successful and unsuccessful each quarter. Their findings are reported to BCS's RSC – Registrations & Standards Committee.

They look for :

- Continuity and consistency in the way in which applications are being assessed
- Flags where it appears the correct procedures have not been followed
- Flags where it appears assessors may not be applying the standard correctly
- Flags where correct outcomes may not have been arrived at
- Quality and rigour of assessments

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QA

- Any issues which have come to light as a result of quarterly QA exercise, that appear to highlight trends with assessor activity will be addressed with the BCS Team who will work with assessors to ensure correct messaging and guidance is communicated.
- The QA process may highlight that there are specific areas where some assessors may be struggling. If this is the case, the BCS team will work on a one to one basis with assessors to address areas needing clarification or offer support to ensure clear understanding.

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Recommendations:

Assessors may consider it appropriate to:

- Recommend that the applicant considers an application for Chartered Engineer registration
- Nominate the applicant to volunteer as an assessor: Registrants nominated by Assessors as part of the interview assessment are not required to submit an application for the role of assessor and will not have to go through the selection process. They will be required to complete assessor training
- Recommend that the applicant applies to upgrade their membership to FBCS
- Recommend female applicants for the Karen Burt Award

Nominations are followed up by the BCS Team and applicants encouraged to make appropriate applications.

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Recommendations:

FBCS:

Recommendations can be followed up via the nomination route provided at least one of the assessors making the recommendation is a Fellow of the Institute.

The applicant will not need to provide a supporter to verify their application. FBCS criteria - <https://www.bcs.org/content/ConCertification/113>

Karen Burt award:

BCS has the opportunity to nominate a newly Chartered female member for this annual award by the Women's Engineering Society.

Assessors should indicate if any female applicants might be eligible for nomination. The award recognizes excellence and potential in the practice of engineering and highlights the importance of Chartered status, as well contributions to the promotion of the engineering profession. (<https://www.wes.org.uk/awards/karen-burt-award>)