

Lost or destroyed learner portfolio/work policy

If candidate work is lost or destroyed, you will need to provide assessment records that will verify what has been achieved so that certification can proceed. Carry out a full investigation on the situation and gather any evidence.

When candidate work is lost or destroyed, you must notify the Education Manager who will arrange for the External Quality Assurance contact of the relevant awarding organisation to be informed with the following information:

- circumstances in which the work was lost or destroyed
- programme title and number
- details of the candidate(s) affected
- details of which unit(s) are affected
- centre, programme and assessment records
- any evidence of internal verification
- any supplementary information, such as witness testimonies.

Each case will be considered individually and certificates may be granted with awarding organisation approval if:

- sufficient centre records and supplementary evidence are available
- all other assessment on the programme has been subject to ongoing external quality assurance which confirms that national standards have been met