



**Final Integrated Competence Assessment
(FICA)
Candidate Feedback Policy**

The purpose of this policy is to provide guidance to SECTT Training Officers, FICA Centre Managers and others with responsibility for providing Candidate feedback. The SJIB aims to ensure that all feedback given to Candidates is consistent and fair and maintains the integrity of the Assessment.

Background

Employers automatically receive a feedback form which summarises results for each Section thus allowing them to identify areas where Candidates may benefit from additional preparation prior to attempting their FICA Resit.

On occasion Candidates and employers may query the FICA results, and may seek information beyond that provided within the FICA Feedback form. The first point of contact should be the SECTT Training Officer who should attempt to assist the Candidate using the information provided. Where the SECTT Training Officer is unable to satisfy the Candidate's query, the Training Officer should contact the FICA Centre Manager at the Assessment Centre where the Candidate undertook the FICA for additional information.

Guidance on Additional Feedback

Additional feedback is available on request relating to those Candidates who have narrowly failed to achieve a Section or Sections of the FICA. When Candidates and employers request additional guidance, information may be provided as long as this information does not compromise the integrity of the FICA. This, therefore, means that specific information may be limited and that additional feedback might not always be available.

Feedback to Candidates, over and above the automatic summary sheet, is limited to those who have narrowly failed to pass a Section(s). This would typically include those Candidates who received a total percentage score of over 80% for Section B, over 75% for Section C, over 90% for Section D and over 80% for Section E. The design of Section A means that additional feedback cannot be given for this Section.

Candidates who have attained lower scores than those listed above should be made aware that additional feedback is not available and they should be directed to resources such as the SJIB website to help them to prepare for their resit. However, it is recognised that these Candidates may still wish to query specific points where they have genuine concerns about the way the Assessment was conducted. In such circumstances, they are advised to speak to their Training Officer.

Appeals

Candidates may appeal their FICA results if they have genuine grounds to do so. Information on what constitutes an Appeal and on the Appeals Procedure can be found in the FICA Appeals Policy.