



RESIT POLICY



Version Number	Date	Purpose of Change	Classification	Sign Off
V4.1	21/10/2025	Merge of EPA and Awarding Policy. Updated content and formatting	Public	Kerry Ore

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1. POLICY STATEMENT

1.1 This policy sets out Smart Awards' approach to resits and retakes for qualifications and apprenticeship assessments. It ensures fairness, transparency, and compliance with regulatory and assessment plan requirements. The aim is to provide all learners and apprentices with equitable opportunities to demonstrate competence without compromising assessment integrity.

1.2 For the purpose of this policy:

- A *resit* refers to an opportunity to take an assessment again without further learning.
- A *retake* refers to an opportunity to take an assessment again following a period of additional learning or development.

2. SCOPE

2.1 This policy applies to all Smart Awards qualifications, apprenticeship assessments where learners or apprentices have not achieved the required outcomes. It provides guidance for centres, assessors, independent apprenticeship assessment assessors, employers, and training providers.

3. RESPONSIBILITIES

3.1 The Responsible Officer is accountable for ensuring this policy complies with Skills England, Ofqual, Qualifications Scotland accreditation regulations. Quality Teams, Centre Managers, Assessors, and Smart Awards are responsible for ensuring the consistent application of this policy.

QUALIFICATIONS

3.2 Learners who fail to achieve the required standard in an assessment component may be permitted to resit the assessment once, within a timeframe agreed between the centre and learner. Resits must take place under controlled conditions that replicate the original assessment environment.

3.3 Where the learner has not met the standard after a resit, further learning and preparation must be undertaken before a retake is permitted. Centres must ensure that all resit and retake decisions, communications, and outcomes are recorded and retained for audit purposes.

3.4 Centres are responsible for confirming candidate eligibility, scheduling resits within appropriate timeframes, and ensuring assessors apply consistent marking and feedback procedures.

3.5 Resit or retake fees may apply and must be communicated clearly to learners in advance. Financial hardship should not prevent learners from resitting; centres are encouraged to consider flexibility or alternative support mechanisms.

3.6 Assessment evidence from resits must be subject to the same internal quality assurance and external moderation procedures as initial assessments. Learners have the right to appeal any outcome in line with Smart Awards' Appeals Policy.

3.7 QUALIFICATIONS RESIT PROCESS

Process Step	Process Description	Person Responsibility	Organisation Responsibility
Result issued	Learner receives official result with details of resit eligibility.	Assessor / Centre Manager	Centre

Resit request	Learner submits resit request within agreed timeframe.	Learner / Centre	Centre
Review request	Centre reviews and confirms eligibility for resit.	Centre Manager	Centre
Schedule resit	Resit scheduled and candidate notified in writing.	Centre Manager	Centre
Conduct resit	Assessment conducted under controlled and equivalent conditions.	Assessor	Centre
Mark and moderate	Assessment marked, internally verified, and externally moderated.	Assessor / IQA	Centre / Smart Awards
Issue result	Learner informed of outcome and any further actions required.	Centre Manager	Centre / Smart Awards

APPRENTICESHIP ASSESSMENT

3.8 Apprentices who do not pass one or more components of their apprenticeship assessment are permitted to resit or retake in line with the specific Assessment Plan approved by Skills England. The number of attempts, timing, and eligibility criteria must follow the requirements set out in each Assessment Plan. If there is no guidance stated within the assessment plan, please refer to Smart Awards guidance documents for that apprenticeship standard.

3.9 A resit may be offered without further learning, whereas a retake will require the apprentice to undergo additional training before being reassessed. The employer and training provider are responsible for confirming that the apprentice has received sufficient additional learning and support prior to a retake.

3.10 Smart Awards will ensure that all apprenticeship assessments resits, and retakes maintain integrity, consistency, and compliance with Skills England and Ofqual standards. assessors must not re-assess their own previous decisions unless specifically authorised by Smart Awards' apprenticeship assessment Quality Lead.

3.11 Resit and retake results are subject to the same marking, quality assurance, and moderation processes as the initial assessment. Apprentices will only receive the grades available for that assessment component as defined by the Assessment Plan (e.g., Pass/Fail).

3.12 Employers are responsible for payment of any additional resit or retake fees where these are not funded through the apprenticeship levy. All apprenticeship assessments resit and retake activity must be recorded within the Smart Awards management system for audit and regulatory purposes.

3.13 APPRENTICESHIP ASSESSMENT RESIT PROCESS

Process Step	Process Description	Person Responsibility	Organisation Responsibility
Result issued	Apprentice receives result and feedback on assessment outcomes.	Admin Team	Smart Awards

Resit request	Employer or training provider submits formal resit request.	Employer / Training Provider	Smart Awards
Review eligibility	Smart Awards reviews the request against Assessment Plan requirements.	Apprenticeship Team	Smart Awards
Schedule resit	Apprenticeship Team arranges date and confirms logistics with employer and apprentice.	Apprenticeship Team	Smart Awards
Conduct resit	Resit undertaken in line with Assessment Plan specifications.	Independent Assessor	Smart Awards
Mark and quality assure	Assessment marked and quality assured according to Apprenticeship procedures.	Independent Assessor / IQA	Smart Awards
Notify result	Final result confirmed and shared with all parties.	Admin Team	Smart Awards

4. REVIEW OF THIS POLICY

10.1. This policy is reviewed and revised annually in response to feedback, changes in legislation and guidance from the regulators, Qualifications Scotland Accreditation or Ofqual.

5. OFQUAL GENERAL CONDITIONS

5.1. D2.1: An awarding organisation must ensure that it complies with the requirements of Equalities Law in relation to each of the qualifications which it makes available.

5.2 D2.2: An awarding organisation must monitor qualifications which it makes available for any feature which could disadvantage a group of learners who share a particular characteristic.

5.3 D2.3: Where an awarding organisation has identified such a feature, it must— (a) remove any disadvantage which is unjustifiable, and (b) maintain a record of any disadvantage which it believes to be justifiable, setting out the reasons why in its opinion the disadvantage is justifiable.

5.4 H2.1: An awarding organisation must ensure that the marking of assessments is carried out accurately and consistently in accordance with any marking scheme for the assessment.

5.5 I4.2: An awarding organisation must issue results and certificates only when it is satisfied that the requirements for the qualification have been met.

5.6 PR1.1 An awarding organisation must conduct its activities in a way that is designed to facilitate its adherence to the following principles:

- (a) Principle 1 – An awarding organisation must act with honesty and integrity.
- (b) Principle 2 – An awarding organisation must treat Learners fairly by acting and taking decisions with due impartiality and based on appropriate evidence.
- (c) Principle 3 – An awarding organisation must ensure that each qualification that it makes available, or proposes to make available is, and continues to be, fit for the purposes for which it is intended.
- (d) Principle 4 – An awarding organisation must act in a way that maintains and, where possible,

promotes public confidence in qualifications.

(e) Principle 5 – An awarding organisation must act in an open, transparent and co-operative manner with Ofqual and, as appropriate, with Users of qualifications.

6. OFQUAL ASSESSMENT CONDITIONS

6.1 EPA1.1 In respect of each EPA which it makes available or proposes to make available, an awarding organisation must – (a) comply with any requirements, and have regard to any guidance, contained in the relevant Assessment Plan, and (b) interpret that Assessment Plan in accordance with any requirements, and having regard to any guidance, which may be published by Ofqual and revised from time to time.

6.2 EPA3.1: An awarding organisation must promptly notify Ofqual when it has cause to believe that any event has occurred or is likely to occur which could have an Adverse Effect.

6.3 EPA3.4: When it notifies Ofqual of an event, an awarding organisation must also notify Ofqual of any steps that it has taken or intends to take to prevent, correct, or mitigate that Adverse Effect.

7. QUALIFICATIONS SCOTLAND ACCREDITATION PRINCIPLES

7.1 Principle 5: The awarding body shall provide clear information on its procedures, products and services and ensure that they are accurate and appropriate to SQA accredited qualifications.

7.2 Principle 10: The awarding body must ensure that its systems and processes for the identification, design, development, implementation and review of qualifications and assessments are fit for purpose.