Moderation Policy for Members

When a student posts feedback about an assessment centre or supplier DSA-QAG has a process to follow to ensure that all comments are appropriate.

Before a student can post feedback on the DSA-QAG website, they must provide a valid HEI student email address ending in 'ac.uk'.

Once the student has submitted their feedback, they will receive a validation email asking them to confirm that they made the posting.

Once confirmation has been received, the feedback will be issued to DSA-QAG. DSA-QAG would review and moderate the feedback before it is published online.

The guidelines that DSA-QAG will follow when moderating feedback are listed below.

Acceptable feedback

- We will publish feedback that is relevant to the assessment centre or supplier
- We will publish feedback that is a true reflection of the students DSA process
- We will publish feedback that is respectful to others
- We will publish feedback that is in English

Unacceptable feedback

- We will not publish feedback that is threatening, unlawful, obscene, harassing or contains abusive language
- We will not publish feedback that is not relevant to the assessment centre or supplier
- We will not publish feedback that is written in capital letters, as this is regarded as shouting and may be offensive to others
- We will not publish feedback that names individuals
- We will not publish feedback that has references to specific products e.g. iPad requested and declined by centre
- We will not publish feedback in any other languages
- We will not publish feedback that refers to a person's gender
- We will not publish feedback that indicate others should not use a service, as this is a generalisation based on the students individual experience

DSA-QAG may edit student's feedback before it is published on the website. Please see below for reasons why we may edit student's feedback. We will not change the views of the student.

- We will remove individuals names
- We will remove reference to individuals gender
- We will remove obscene or abusive language or other discriminatory material
- We may limit the length of students feedback by editing lengthy postings

- We may change the text from upper case to lower case text
- We will remove any indication that others should not use a service

An automatic communication will be sent to the assessment centre or supplier each time feedback is published for their organisation. This communication will be sent directly to the nominated manager.

Assessment centres and suppliers have the option to respond to feedback made by the student.

See Appendix 1 for flowchart of the moderation procedure.

Reporting Feedback to DSA-QAG

If the assessment centre or supplier believes that the student feedback is inappropriate there will be an option to 'report a comment' on the website. This option is available for students and DSA-QAG members.

DSA-QAG will receive notification and will remove the comment immediately and investigate with the relevant party.

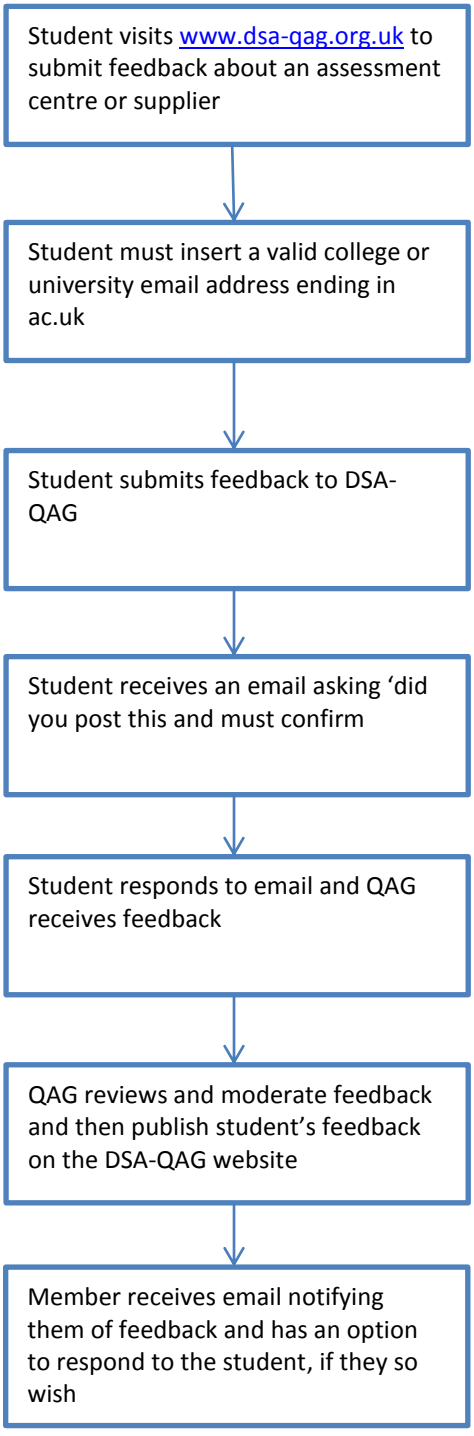
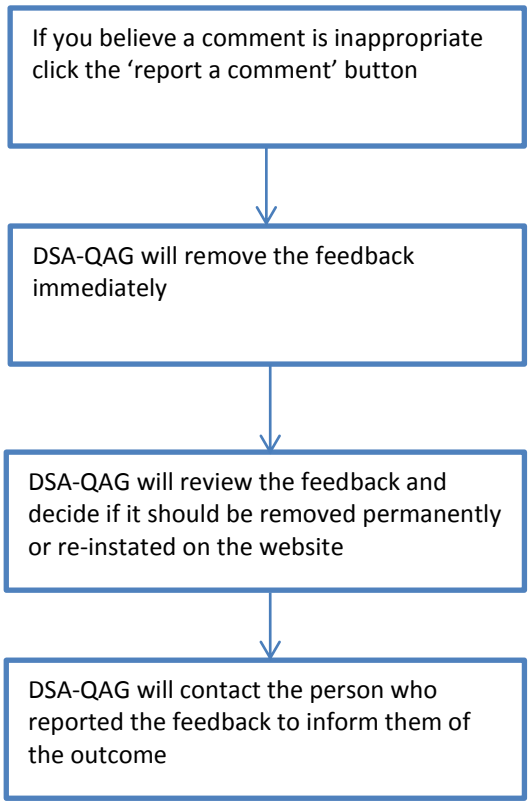
DSA-QAG would then decide if the feedback should be re-instated or removed permanently from the website and will advise the 'reporter' of the outcome.

See Appendix 2 for flowchart of reporting feedback procedure.

Review of Feedback

Until DSA-QAG knows what the volumes of feedback will be like, we will in due course, carry out a sample check and investigate into students comments which may be negative about organisations services.

Appendix 1



Appendix 2