



Assessor Practitioner's Manual

APPENDIX G

Certified RPM Grievances Procedures

APPENDIX G - CERTIFIED REGISTERED PROJECT MANAGER (RPM) GRIEVANCES PROCEDURES

Introduction

It is PROKOM's policy that all assessments for the Certified RPM award are valid, reliable and transparent. However, from time to time there may be disagreement between the Certified RPM candidate for assessment and the Assessor, on the processes being followed or the outcomes being achieved. For such circumstances, PROKOM has instituted this Grievances Procedures as a means of describing the processes to be followed when escalating the issue to a higher authority for discussion and resolution.

Purpose

The purpose of this document is to describe the procedures to be followed in the event of a disagreement between the candidate and the Assessor on the processes being followed or the outcomes being achieved. The list of incidents and their respective resolution procedures is not extensive nor is it designed as a substitute for open and honest communications between all parties. These procedures should only be applied when direct discussions have failed to resolve the issue. In all instances if such discussions have not taken place grievances will not be escalated until such time as they have.

Procedures

The procedures on the following pages are to be followed when seeking resolution to a grievance between a candidate and Assessor.

Conclusion

The quality of assessments conducted for the Certified RPM award program is assured when the processes used are valid, reliable and transparent. However, there are times when decisions taken during such assessments are not entirely agreed with. This policy aims to provide an avenue whereby such concerns and grievances can be addressed in a manner that is fair to both the candidate and the Assessor, and so that an outcome can be achieved that is mutually satisfying and allowing for future advancement of both the Certified RPM award program and the assessments conducted as part of it.

No.	Issue	Resolution procedure
1	Candidate is unsure of the processes to be followed when applying for or taking part in an assessment.	Speak to Assessor. Ask what the processes are between initial application and award.
2	Candidate believes there is a long delay between applying for assessment and Assessor commencing work.	Speak to Assessor. Ask him/her to follow up and report on progress of the assessment. Discuss delay with PROKOM.
3	The candidate disagrees with the Assessor's preliminary evaluation of candidate's current level of competence and the level at which assessment should take place.	Speak to Assessor. Find out exact reason/s why Assessor came to that conclusion. Ask Assessor for a second opinion. Arrange for a second Assessor to conduct pre-assessment evaluation. * or Go for consideration before Assessor Panel.
4	The candidate disagrees with the Assessor's evaluation of the evidence presented for assessment.	Speak to Assessor. Find out exact reason/s why Assessor came to that conclusion. Ask Assessor for a second opinion. Arrange for a second Assessor to conduct pre-assessment evaluation. * or Go for consideration before Assessor Panel.
5	The candidate disagrees with the outcome of the assessment.	Speak to Assessor. Find out exact reason/s why Assessor came to that conclusion. Ask Assessor for a second opinion. Arrange for a second Assessor to conduct pre-assessment evaluation. * or Go for consideration before Assessor Panel.
6	The Assessor feels that the candidate is not being supported by his/her organisation. Candidate claims that he/she does not have access to opportunities to generate evidence for assessment.	Speak to candidate. Discuss alternatives. Speak to candidate's supervisor. Discuss and clarify evidence provided by candidate or opportunities that may be available for candidate to get experience.
7	The candidate does not feel that the action plan is achievable or realistic.	Discuss with Assessor. Offer alternatives. If concern is that not enough time is available to gather evidence, discuss with and gain support from candidate's supervisor. If concern is that there are not enough opportunities to generate evidence, discuss with supervisor.

