

## **Moderation Policy for Students**

Any feedback you wish to post to the DSA-QAG website will be moderated before being published.

The reasons for this moderation policy are:

- To ensure giving feedback is safe and easy for students
- To ensure authentic feedback is published and is based on the students personal experience
- To ensure students and staff are treated legally and fairly

The reasons above are to protect you and the DSA-QAG registered assessment centres and suppliers.

There are guidelines that come from these reasons, which help our moderators to decide if and how they should publish or edit feedback.

### **What will be acceptable?**

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

### **What will be unacceptable?**

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

Once you submit feedback to DSA-QAG, you will receive a validation email asking you to confirm that you have made the posting. After DSA-QAG has received confirmation that you have made the posting, we will review and moderate your feedback on the guidelines above and will decide if it can be published.

We may need to edit your feedback before it can be published on the DSA-QAG website. The reasons why we may edit your feedback are listed below.

- We will remove individual names of staff members at assessment centres and suppliers
- We will remove any reference to individuals gender
- We will remove obscene or abusive language or other discriminatory material
- We may limit the length of your feedback by editing lengthy postings
- We may change the text from upper case to lower case text
- We will remove any indications or suggestions to others advising them to not use a service

Please note that we will not edit your personal views in any way.

If DSA-QAG decides not to publish or edit your feedback due to any of the reasons above, you will receive a communication detailing why we have not published your feedback.

If you are unhappy with the decision DSA-QAG has made, you can appeal our decision by sending a communication detailing why you think your feedback should be published to [administration@dsa-qag.org.uk](mailto:administration@dsa-qag.org.uk).

If you are unhappy with the response of our appeal you can raise a complaint with DSA-QAG by sending a communication to the Chief Executive detailing your complaint to [Karen.docherty@dsa-qag.org.uk](mailto:Karen.docherty@dsa-qag.org.uk). Please note that the Chief Executive's decision is final.

After your feedback is published on the DSA-QAG website, the assessment centre or supplier will receive notification that feedback has been posted on their section of the website and will have an option to respond to your comments.

If anyone believes that your feedback is inappropriate there will be an option to 'report a comment' on the website. This option is available for students and DSA-QAG registered assessment centres and suppliers.

DSA-QAG will receive notification and will remove the comment and investigate further. DSA-QAG would then decide if the feedback should be re-instated or removed permanently from the website.