Lost Portfolio Procedure Policy

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Purpose

This policy outlines the procedure for learners who have lost or misplaced their portfolio of evidence while undertaking a qualification or training course with Achieve UK Training.

Scope

This policy applies to all learners enrolled on any course provided by Achieve UK Training that requires the completion of a portfolio as part of their assessment.

Procedure

1. **Immediate Notification**
   Learners must notify Achieve UK Training as soon as they discover that their portfolio is lost, damaged, or missing.
   - Notification should be made by phone, email, or in person.
   - A written statement describing when and how the portfolio was lost must be submitted.
2. **Investigation and Verification**
   - A member of the admin or assessing team will review the circumstances of the loss.
   - Any available evidence (e.g., screenshots, digital records, assessor notes) will be checked to determine what can be recovered.
3. **Replacement and Reconstruction**
   - Learners will be supported in reconstructing the portfolio where possible.
   - If evidence was stored digitally or assessor records exist, these will be used to replace parts of the lost portfolio.
   - If no backup is available, learners may be required to **resubmit work or retake assessments**, depending on the qualification's awarding body guidelines.
4. **Associated Costs**
   - Learners may incur a fee for replacing materials, re-assessment, or re-registration with the awarding body.
   - Any costs will be discussed with the learner before proceeding.
5. **Timeframes**

- Learners will be given a reasonable timeframe (usually 2–4 weeks) to rebuild the portfolio, depending on course length and awarding body rules.

6. **Preventative Advice**
   - Learners are advised to keep digital backups or photocopies of all work.
   - Regular submissions and assessor reviews will help reduce the risk of significant loss.

Review and Monitoring

This policy is reviewed annually or in response to changes in awarding body guidance.

Last Reviewed: April 2025
Review Date: December 2027