



# P . A . B

**Professional Accreditation Body**

## **PAB ASSESSOR AND MODERATOR CODE OF CONDUCT**

*Each page must be signed by the Assessor or Moderator in full.*

### **Purpose**

The purpose of this code of conduct and ethics is to instill public confidence in assessment and moderation of competencies within the PAB scope of accreditation and promote fairness and uniformity of assessment and moderation practices.

PAB Registered Assessors and Moderators must accept the obligation to uphold the standards of the PAB by observing this Code of Conduct.

The independence, powers and responsibility of PAB as an ETQA place high ethical demands on Assessors and Moderators registered with PAB.

**Compliance with this Code is one of the conditions for continuing registration.**

As a registered assessor or moderator, it is your obligation to abide by the ethical and professional guidelines established in this code. Breach of the Code may lead to removal from the PAB Registered Assessor and Moderator list and database.

### **1. Conduct and Performance**

#### **1.1 Commitment**

- Assessment and moderation will be carried out in accordance with PAB procedures and policies as well as SAQA guidelines.
- Assessors and Moderators will not enter into any activity which may be in conflict with the best interests of the PAB or would prevent the performance of duties in an objective manner.
- Assessors and Moderators will not act in any way that would prejudice the reputation of the PAB, the Assessor/ Moderator Register or the accreditation process.

#### **1.2 Professionalism**

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Document Number	AMCO01	Date compiled	2008-10-15
Page number	Page 1 of 6	Next Revision Date	2009-10-15
Revision number	1	Access	
Reviewed by	Marlie Spencer	Approved by	Madeleine Gericke
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- Assessors and Moderators will conduct all duties and activities in a professional manner that will reflect favourably upon the Assessors and Moderators, the PAB, the profession, and the NQF.
- Assessors and Moderators will act professionally, accurately and report findings in a consistent and unbiased manner in accordance with PAB requirements.
- Assessors and Moderators will honestly portray their own skills. Assessment and moderation, as well as the subsequent advice and recommendations of any form will not exceed the boundaries of expertise of the Assessor or Moderator.
- Assessor's and Moderator's communications with learners will reflect the high professional standards of PAB. Offensive or abusive language will not be used under any circumstances.
- Assessor's and Moderator's personal presentations, dress and grooming will also reflect the professional standards of PAB.

### 1.3. Honesty

- Assessors and Moderators will be honest in all dealings with learners, Institutions and the ETQA.
- Assessors and Moderators will not to communicate false, erroneous or misleading information that may compromise the integrity of any assessment or moderation.

### 1.4 Diligence

- Assessors and Moderators will be diligent in the performance of duties and apply these duties fairly and uniformly without advocacy for, or accommodation of, any special interests.

### 1.5 Excellence

- Assessors and Moderators will perform all duties to the best of their ability so as to ensure fair and equitable assessments and moderations of all learners.
- Assessors and Moderators will strive to increase the competence and prestige of Assessors and Moderators by continuing to develop the relevant skills.
- All communications will reflect support of PAB and its registered Assessors and Moderators.
- Assessors and Moderators will portray themselves and PAB in a positive light.
- Assessors and Moderators will support other PAB Assessors and Moderators to learners and not make negative or derisory comments in any form. All communications with learners will reflect this approach.

### 1.6 Learner rights

- Assessors and Moderators will inform learners of all assessment and moderation reporting processes prior to the assessment or moderation.

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Revision number	1	Access	
Reviewed by	Marlie Spencer	Approved by	Madeleine Gericke
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- Assessors and Moderators will ensure each learner is advised of the assessment and moderation reporting processes prior to commencing the assessment or moderation.
- Assessors and Moderators will inform the learner of all known potential consequences of decisions arising from an assessment or moderation, prior to an assessment or moderation. Assessors are to ensure each learner is informed of the potential outcomes of the assessment prior to commencing the assessment.
- Assessors and Moderators will adhere to the requirement to respect the privacy of learners and not to discuss or disclose any information relating to an assessment or moderation unless required by law or legislation. The rights of the learner will be protected during and after the assessment/ moderation. The Assessor/ Moderator will not to discuss with anyone (except for the PAB and/or the Verifier), the learner or their organization, the quality or content of the learner's work. All information retained by the Assessor or Moderator will be appropriately filed and will not to be provided to any person outside of themselves or the PAB. All information will be sent to the PAB for action and verification and will be retained in a secure area.
- Assessors and Moderators will maintain confidentiality regarding assessment outcomes. (Outcomes will only be released with the written permission of the learner.) Assessors and Moderators will not discuss a learner's results with anyone except the PAB and the Verifier. There should not be a circumstance where a learner's outcomes are required to be released, but if there is such a requirement, the learner's written permission must firstly be obtained.
- The assessment or moderation outcomes will only be used for the purposes explained to the learner. There is no requirement to use assessment/moderation outcomes for any other purpose other than to judge a learner's competency and to report to PAB.
- Assessors and Moderators will show respect for demographic and learner differences.
- Assessors and Moderators will understand and take into account the differing needs and requirements of the person being assessed (and the industry with which they are employed) and handle it with sensitivity.
- Assessors and Moderators will acknowledge that not all learners will have the same level of experience or expertise. This is to be taken into account during the assessment process. Each learner will be taken seriously and shown due respect.
- Assessors and Moderators will avoid all forms of harassment throughout the planning, conduct, reviewing and reporting of the assessment or moderation outcomes. PAB has a 'no tolerance' approach to harassment. There will be no harassment of learners. If the Assessor or Moderator feels they are being harassed by the learner, this issue is to be raised immediately with the PAB, preferably with a written statement to substantiate any concerns.

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- Assessors and Moderators will not allow personal or interpersonal factors (that are not relevant to the assessment of competency or moderation of assessments) to influence the assessment and moderation outcomes. The Assessor and Moderator will not allow personal biases towards the learner to interfere with the assessment or moderation. If the Assessor or Moderator feels these biases will influence the assessment or moderation, then the assessment or moderation is to be passed to another Assessor or Moderator.
- Assessors and Moderators will make learners aware of the rights and processes of appeal. If a learner wishes to appeal any decision, it is to be submitted in accordance with the PAB Appeals Process.

### 1.7 Reporting

- Evidence that is gathered during the assessment or moderation will be assessed for validity, reliability, authenticity, sufficiency and currency. Evidence will be assessed in keeping with the PAB policies and SAQA guidelines.
- Assessments and moderations will be conducted within the boundaries of the assessment or moderation system policies and procedures. Assessment and moderation will be conducted in-keeping with the PAB guidelines and SAQA policies. If doubt exists regarding these policies and processes they are to be raised with the PAB.
- Assessment and moderation decisions will be based on available evidence that can be produced and verified by the PAB Verifier. Assessment or moderation will be based on the evidence provided. If this evidence is insufficient, further evidence is to be obtained.
- Assessment and moderation tools, systems and procedures will be consistent with equal opportunity legislation. PAB registered Assessors and Moderators will abide by the equal opportunity legislation.

### 1.8 Conflicts of Interest

- Assessors and Moderators will avoid the appearance of impropriety even if no impropriety exists or is intended.
- Assessors and Moderators will identify potential forms of conflict of interest in the assessment or moderation process and/or outcomes and make appropriate referrals, if necessary.
- In cases where concern with the learner or their organization is experienced and the assessor or moderator feels they cannot conduct the assessment/ moderation without bias, the assessment or moderation will be referred to another Assessor or Moderator.
- Assessors and Moderators will not accept assignments in which they are related to the owner as spouse, parent, son or daughter by blood or marriage or in which they have a financial or other interest in the learner.

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- Assessors and Moderators will not use their official position to secure privileges for themselves, their family, business associates, or any other person wherein they benefit directly or indirectly.
- Assessors and Moderators will not accept any inducement, commission, gift or any other benefit from any interested party.
- Assessors and Moderators will not promote or represent any business interests, or any entity with which they have an interest, whilst conducting assessments or moderation.
- Assessors and Moderators will disclose to the PAB any current or prior working or personal relationships that may be seen as a conflict of interest or that may influence their judgment.

### **1.9 Representation of Qualifications**

- Assessors and Moderators will not claim professional qualifications that they do not possess.
- Assessors and Moderators will not misrepresent their own or any other individual's qualifications, competence, or experience, nor undertake assessment or moderation work beyond their qualifications.
- Assessors and Moderators will identify professional development opportunities. Each Assessor and Moderator should take the opportunity to improve their knowledge and skills.

### **1.10 Cooperation and Investigations**

- Assessors and Moderators will co-operate with the PAB in an investigation of the professional conduct of any assessor or moderator, if needed.
- Assessors and Moderators will co-operate fully with any enquiry in the event of any complaint about their performance as an Assessor or Moderator or any alleged breach of this Code.

### **1.11 Reporting Unethical Practices**

- Assessors and Moderators will report the unethical practices or actions of any Assessor or Moderator to PAB.

### **1.12 Violations**

- Violating this code of conduct and ethics may result in disciplinary actions by the PAB.

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I confirm that I have complied and will continue to comply with this Code of Conduct. I declare that I have read and understood the contents of this document and am aware that any disregard of the regulations could result in my being de-registered as an Assessor or Moderator with PAB and possibly other SETAs/ ETQAs too.

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Electronic copy home	F:\MISCOPY\PAB QMS 2009\PAB_QMS\Master docs 2009\QMS Elements & Documents\QMS\Provider operations\Accreditations, audits, monitoring\Assessor & Moderator Registration Form\PAB Assessor and Moderator Code of Conduct.doc		

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