

Internal investigations

Internal investigations allow the HCV Resource Network (HCVRN) Management Committee (MC) to address potential non-compliances by Assessor Licensing Scheme (ALS) participants.

What is an internal investigation?

It is an internal process by which the HCVRN Management Committee (MC) verify if an ALS participant (Quality Panel member, Licensed Assessor, Registered Training Organisation, Expert) is abiding by the ALS Terms and Conditions (T&Cs), rules and procedures.

What triggers an internal investigation?

It may be triggered by several factors, for example, when external stakeholders flag concerns about the historical and/or current performance of an ALS participant.

Who commissions and conducts an internal investigation?

Internal investigations are commissioned by the HCVRN Management Committee (MC) and are conducted by the ALS Quality Manager with support from ALS staff.

Who decides the outcome after an internal investigation is conducted?

Based on the findings of the investigation, the Management Committee decides on an outcome.

What is the difference between an internal investigation and a dispute?

The ALS Dispute Resolution Process was created as a mechanism to resolve complaints from assessors, organisations commissioning HCV assessments or other stakeholders, related to a) assessors' status, performance and compliance with ALS normative documents; b) performance and behavior of ALS staff and Quality Panel members and c) the ALS system. This process requires the complainant to submit a documented complaint and remain involved throughout the process. Complainant names are always public. The process has several stages, the first stage involves the HCVRN Secretariat, the second stage involves a Dispute Resolution Panel, and the final stage may involve the HCVRN Management Committee, as final arbiter for appeals.

However, in several cases stakeholders may have reasons to prefer not to present a formal complaint (e.g. concern about retribution, lack of means to engage), and yet choose to informally share concerns regarding the ALS and/or its participants (assessors, Quality Panel, staff). Also, ALS staff may need to investigate potential non-compliances that cannot be addressed through existing quality assurance procedures (e.g. plagiarism). Internal investigations allow the HCVRN MC to investigate potential non-compliances directly.

Questions?

Email us at qualitymanager@hcvnetwork.org