

# Enquiries and Appeals Policy

## *Introduction*

Learners are entitled to appeal an assessment decision if they do not agree with the outcome. All appeals must follow the procedures outlined in this document. All learners should be made aware of this policy and procedure by staff and members of the associate workforce prior to learners undertaking an assessment.

## *Enquiry stage*

Before initiating a formal appeal, learners are encouraged to seek an informal discussion (enquiry) with their assessor or the Sport Project Officer within **5 working days** of receiving the assessment decision. This provides an opportunity to clarify feedback and assessment criteria or resolve any misunderstandings.

If the issue is resolved at this stage, no formal appeal is necessary. If the learner remains dissatisfied, they may proceed to Stage 1 of the formal appeals process. The course administrator will record a brief summary of the enquiry, especially if any reassessment is agreed.

## *Learner Appeals Process*

Learners wishing to appeal must do so within **10 working days** of receiving the disputed assessment decision. Appeals must be submitted in writing and follow the three-stage process below. Learners should retain copies of all documents relating to the appeal.

### *Stage 1*

The appeal should first be made to the assessor who issued the original decision. A verbal appeal is acceptable, though learners are encouraged to submit the appeal in writing.

The assessor will explain the rationale for their decision. They must record an overview of the appeal and its outcome and forward this to the Sport Project Officer and the Head of Centre for record keeping. This should include the assessment criteria, the recorded outcomes and rationale and any notes taken by the assessor during the assessment.

## **Stage 2**

If the learner remains dissatisfied, they must submit a written appeal to Education@sportstructures.com within **14 working days** of completing Stage 1. The learner should include:

- Date and type of assessment (e.g., observation, assignment).
- Name of the assessor.
- Reason for the appeal.
- Relevant documents (e.g., learner evidence, feedback records).

The assessor will be required to provide:

- All assessment paperwork including informal notes taken at the time of the assessment
- Any other evidence relevant to the decision making

This will be passed onto a manager to investigate further. Following this investigation the manager will recommend either;

- The appeal is refused
- The appeal is upheld and recommendation on re-assessment

The rationale for this decision will be laid out clearly. This will be communicated to the learner through the Sport Project Officer

## **Stage 3**

If Stages 1 and 2 are exhausted and the learner remains dissatisfied, they may appeal to the awarding body (if appropriate) within **20 working days** of the Stage 2 decision being communicated. Sport Structures will supply the awarding body with details on the decision-making process and supporting documentation. Sport Structures will act on the awarding body recommendations.

## **Appeals Officer Procedure**

A Manager will be allocated to act as the Appeals Officer. They will:

- Acknowledge the appeal in writing within **5–10 working days**.
- Initiate an investigation involving a qualified assessor or internal quality assurer and the relevant course administrator.
- Collate all paperwork either electronically or hard copy for a detailed and review of all evidence.
- Respond to the learner within **20 working days** of receiving the appeal with the findings and a decision.

Following the investigation, they will:

- Engage an independent assessor, IQA, or relevant person with a legal background to review the evidence.
- Ensure reassessment is conducted where required.

- Notify the learner in writing of the outcome within **10 working days** of the decision being made.

Possible outcomes:

- **Uphold** the original decision.
- **Offer a resit/reassessment** free of charge.
- **Overturn** the original decision.

The decision will also be communicated to:

- The original assessor.
- Any assessor/IQA involved.
- The course administrator.

All records of appeals will be retained securely for a minimum of **five years**, in compliance with data protection regulations.