

## Appeals Policy

Learners wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the Head of the Centre, Kath Robinson, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. It is always accessible on the website. However, course/qualification/programme administrators are responsible for ensuring this information is fully understood by the learners who attend courses/qualifications/programmes.

The appeals officer is:

Kath Robinson

Sport Structures, Suite 8, The Cloisters, 12 George Road, Edgbaston, Birmingham, B15 1NP

Mobile: 07917 388 174

Email: [Katherine.robinson@sportstructures.com](mailto:Katherine.robinson@sportstructures.com)

### Appeals

Any appeals by a learner must be made following the below procedure:

#### Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the learner is recommended to put the appeal in writing using the Sport Structures Learner Appeals Form 1. The assessor should explain his/her rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the Sport Structures course administrator and Head of Centre to retain with the centre's assessment and appeals records.

#### Stage 2

If learners remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal in writing to the Sport Structures Head of Centre within 14 working days of the Stage 1 process, using the Sport Structures Learner Appeals Form 2. For British Computer Society (BCS) assessments, a learner also has the right to appeal directly to BCS within 20 days of the assessment if they are not satisfied with the outcome of the appeal raised with Sport Structures.

The Head of Centre will write to the learner to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken. The Head of Centre will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal quality assurer is involved in the review, in addition to the relevant course administrator, and will write to the learner within 20 working days with the findings and a decision as to whether the appeal was justified.

Learners are required to provide as much information as possible regarding the disputed assessment decision. When completing the Learner Appeals Form 2, information should include:

- the date and type of the assessment (i.e. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (i.e. learner evidence, record of feedback from the assessor involved)

All stage 2 appeals should be sent to Kath Robinson.

Upon receipt of the appeal the Appeals Officer will contact the relevant person required to conduct an appropriate review of the evidence and an independent assessor or internal quality assurer and/or relevant QC may review/reassess the learner's work against the assessment criteria for the qualification, where required. One of the following decisions will be communicated to the learner by the Appeals Officer in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the learner an opportunity for a resit/reassessment free of charge
- overturn the original decision

These decisions will be recorded on the Learner Appeal Form 2.

The decision will also be communicated to the original assessor and also the assessor/internal quality assurer and course administrator who assisted in Stage 2 of the appeal. Copies of records of appeals are retained with the assessment and appeals records. Sport Structures will retain records of appeals for a minimum period of five years.

### Stage 3

If learners have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body within 20 working days of the decision being communicated to them by recognised centre;

- 1st4Sport Qualifications, Coachwise Limited, Chelsea Close, Off Amberley Road, Armley, Leeds. LS12 4HP. Contact number: 0113 290 7610.
- City & Guilds, 1 Giltspur Street, London, UK, EC1A 9DD. Contact number: +44 (0) 207 294 2468.
- British Computer Society (BCS), 1<sup>st</sup> Floor, The Davidson Building, 5 Southampton Street, London, WC2E 7HA. Contact number: 01793 417666.
- Active IQ, Dryden House, St John's Street, Huntington, PE29 3NU. Contact number: 01480 467950.
- Oxford, Cambridge and RSA (OCR), The Triangle Building, Shaftesbury Road, Cambridge, CB2 8EA. Contact number: +44 (0) 1223 553998.
- Chartered Management Institute (CMI), Management House, Cottingham Road, Corby, NN17 1TT. Contact number: 01536 207360.
- Highfield Qualifications, Highfield House, Heavens Walk, Doncaster, DN4 5HZ. Contact number: 01302 363277.

### Learner Appeals Forms

The learner appeal forms 1 and 2 should be requested from Sport Structures.