

Appeals Policy

Purpose

This policy outlines the process by which learners can appeal decisions related to assessment outcomes, disciplinary actions, or other decisions affecting their training experience. The purpose is to ensure all appeals are handled fairly, transparently, and consistently.

Scope

This policy applies to all learners enrolled in training programmes delivered by Sport Structures, including apprenticeships, accredited and non-regulated courses.

Grounds for appeal

Learners may appeal decisions on the following grounds:

- Disagreement with an assessment outcome
- Perceived procedural irregularities
- Perceived unfair treatment or bias
- Extenuating circumstances not previously considered
- Evidence of administrative error

Appeals procedure

Stage 1: Informal resolution

Learners should first attempt to resolve the issue informally by discussing it with the assessor or a relevant point of contact at Sport Structures within **5 working days** of the decision.

Upon receipt, a response will be provided within **5 working days**.

Stage 2: Formal appeal

If unresolved:

- Learners should submit a formal appeal in writing using the Appeals Form within **10 working days** of the informal response.
- The form must detail the grounds for appeal and include any supporting evidence.
- Appeals should be submitted to the Quality Assurance Lead (or equivalent) for the qualification or non regulated course in question.

Stage 3: Appeal Review Panel

- A panel of at least two impartial Managers will review the appeal within **10 working days**.
- The learner may be invited to attend a meeting to present their case.
- A written outcome will be provided within **5 working days** of the panel decision. This will be to either:
 - Uphold the original assessment decision
 - Offer the learner an opportunity for a resit / assessment with or without a cost
 - Overturn the original decision

The decision will also be communicated to the original assessor.

Outcome

The panel's decision is final within the internal process.

Learners may escalate externally (e.g. to the awarding body or regulator) if they are dissatisfied with the outcome.

Record keeping

Records of appeals and outcomes will be kept for a minimum of 3 years and used to inform internal operations and tutor/assessor standardisation and development.