



Introduction

If a Learner is unhappy with an assessment decision carried out by a Tutor/Assessor, they can appeal the decision. The procedure outlined below must be followed in order by the Learner.

In the event a Learner tries to bypass a step, they must be referred back to the procedure. Encompass Development Group will not entertain appeals until Learners follow this procedure in the correct order.

Recording Appeals

At all stages of an appeal, staff must record their notes and decisions in the Trainee Record within Empower. Copies of this must also be kept in the hard-copy of the Learners file.

Quality Assurance

Consistent assessment decisions concern the IQA for each programme and the Operations Manager. All formal appeals must be reported to the appropriate IQA. The IQA will then decide if the appeal is a matter for further investigation or discussion. Any matter with regards to appeals and a Tutor or Assessor should be discussed at standardisation meetings.

Procedure

Step 1 - Learner discusses with their Tutor / Assessor

If a Learner disagrees with an assessment decision they must first appeal directly to the person who made that assessment decision, or if this isn't possible, their current Tutor / Assessor.

All reasonable steps should be taken to resolve the situation through discussion with the Learner. The Tutor/ Assessor should answer any questions and give further advice on any additional evidence which needs to be provided.

Tutors/ Assessor's must notify the Learner of their decision within 10 working days of the appeal being raised.

Step 2 - the Internal Quality Assurer

If a Learner is still dissatisfied with the decision and it has not been possible to resolve between the Learner and Tutor / Assessor, the appeal can be referred to the Internal Quality Assurer for the programme. This must be submitted in writing. Learners are provided with details of their IQA at the start of the programme, but can request contact details of their IQA at any time from Tutors, Assessors, and support staff.

The IQA must independently assess the assessment decision in question, considering the evidence contained within the Learners portfolio, and by questioning the Tutor / Assessor about the Learners performance.

The IQA must report their decision to the Learner in writing within 10 working days of the appeal being raised.



Step 3 – the Appeals Committee

If a Learner is still dissatisfied and the Tutor / Assessor and IQA have been unable to resolve the matter, it can be referred to the Appeals Committee.

The Appeals Committee consists of the Operations Manager, the Head of Training and Apprenticeships, the IQA, the Tutor / Assessor, and a second Tutor / Assessor with appropriate competence.

Learners have the right to attend the Appeals Committee Meeting to present their case.

The Committee's decision must be conveyed in writing within 15 working days of the appeal being raised.

Step 4 – the Awarding Body

In the event that the internal processes outlined above fail to resolve the matter, Learners may contact the Awarding Body who will investigate their concerns independently.

Learners should request details from Sportsability Training Limited for an appropriate contact at the Awarding Body for expediency.

If they choose, they may contact the Awarding Body without any intervention from Sportsability Training Limited

The Company Director can facilitate contact between a Learner and the Awarding Body.

Signed

A rectangular box containing a handwritten signature in black ink, which appears to read 'S. Mathers'.

Suzanne Mathers
Company Director
Dated : 29/10/2020