

Appeals Policy



Introduction

This policy is aimed at learners registered on any qualification or course offered by Freya Benson of ADV Swim School. It will outline the process that should be followed when submitting an appeal and the process that we will follow.

Areas covered by the Policy:

The scope of this policy is dependent on the qualification and type of assessment involved and may cover:

- Appeals against assessment decisions
- Appeals against decisions made in relation to access arrangements or special considerations
- Appeals in relation to an assessment decision on the basis that procedures were inconsistently applied or that procedures were not followed properly or fairly

Raising an Appeal

Should a learner disagree with the decisions made, they can make an appeal using the following 3 stage procedure

Stage 1:

This stage is informal. Where a learner is not satisfied with a decision an appeal must be put in writing to Freya Benson - ADV Swim School within 7 days of receiving the assessment decision including the following information:

- Learner's name
 - Course name, venue and dates
 - Date of decision
 - Nature/details of the appeal
 - Copies of any evidence relating to the appeal#
- On receipt of the appeal, ADV Swim School shall ensure the following: -
- The assessor will re-examine the work and come to a decision
 - The assessor will respond to the learner in writing giving clear reasons for the assessment decision within 14 days of receiving the appeal
 - A copy of the report will be sent to the course IQA



Stage 2:

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This stage is informal. Where a learner is not satisfied with the result of the stage 1 review by the assessor, they must put this in writing to ADV Swim School within 7 days of receiving the review decision. From here:

- The IQA will re-examine the work and other relevant documents taking in to account the learners' comments and assessors reports before coming to a decision
- The IQA will respond to the learner in writing giving clear reasons for the assessment decision within 14 days.
- A copy of the report will be sent to ADV Swim School.

Stage 3:

This is a formal stage where an appeal is referred to an independent person/organisation for review. Where the learner disagrees with the appeal decision made by the IQA an appeal must be put in writing to ADV Swim School within 7 days of receipt of the Stage 2 review.

- Copies of the learner's course work, other relevant documents and reports from course assessor and internal verifier reviews are to be given the awarding organisation – Safety Training Awards.
- The findings of the independent review will be reported within 20 days with copies sent to the learner, assessor, IQA and ADV Swim School.
- The outcome of this process will be final.
- A fee is payable by the learner for Stage 3 Appeals. The amount will be confirmed on receipt of the Stage 3 Appeal. The fee must be paid before the Stage 3 Appeal can be processed.
- This fee is refundable should the appeal be successful.

Procedure to Escalate Appeals

If a learner remains dissatisfied with their outcome of appeal through the ATC, they may escalate their enquiry to Safety Training Awards within 28 days of the final results being issued. Contact details are:

Safety Training Awards (STA)
Anchor House, Birch Street, Walsall, WS2 8HZ
01922 645097

Ofqual Escalation Procedures



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If a learner is not satisfied with the outcome decision from an ATC and Safety Training Awards Enquiries and Appeals Procedures, they may escalate an appeal to the relevant regulator.

Contact details are:

Complaints
Ofqual
Earlsdon Park
53-55 Butts Road
Coventry
CV1 3BH
0300 303 3344
Website: ofqual.gov.uk
Email: complaints@ofqual.gov.uk

Monitoring and Review

This policy will be reviewed on an annual basis. Next review will be due August 2027.

Freya Benson
ADV Swim School
07715593954