



Enquiries and Appeals Policy

Introduction

This policy is aimed at learners registered on any qualification or programme offered by The Excellent Performance Team. 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 the awarding body.

Swim England Qualifications

- Appeals against assessment decisions
- Appeals against decisions made in relation to access arrangements or special considerations

RLSS Qualifications

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

STA Qualifications

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

Safety Training Awards Complaints Escalation Procedures

- If in the event that the learner isn't able to resolve the issue with The Excellent Performance Team
- Please refer to the Safety Training Awards website to find further information on how to escalate an appeal to the Awarding Organisation (AO).
- <https://www.safetytrainingawards.co.uk/policies/enquiries-and-appeals-policy/>

Approval Date: August 2019

Reviewed Date: November 2023

Review Date: November 2024

Version 2



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Raising an Appeal

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

Stage 1

1. This stage is informal
2. Where a learner is not satisfied with a decision an appeal must be put in writing to the Centre Key Contact within 10 days of receiving the assessment decision including the following information:
 - a. Learners Name
 - b. Course name, venue and dates
 - c. Date of decision
 - d. Nature/details of the appeal
 - e. Copies of any evidence relating to the appeal

The appeal should be raised by the person lodging the appeal

3. The Trainer/Tutor/Assessor will re-examine the work and come to a decision
4. The Trainer/Tutor/Assessor will respond to the learner in writing giving clear reasons for the assessment decision within 10 days of receiving the appeal
5. A copy of the report will be sent to the Internal Verifier (for Swim England Qualifications) and Centre Key Contact.

Stage 2

1. This stage is informal
2. Where a learner is not satisfied with the result of the stage 1 review by the Trainer/Tutor/Assessor they must put this in writing to the Centre Key Contact within 10 days of receiving the review decision.
3. The Internal Verifier will re-examine the work and other relevant documents taking in to account the learner's comments and Trainer/Tutor/Assessors reports before coming to a decision
4. The Internal Verifier will respond to the learner in writing giving clear reasons for the assessment decision within 10 day.
5. A copy of the report will be sent to the Centre Key Contact.

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Stage 3

1. This is a formal stage where an appeal is referred to an independent person/organisation for review
2. Where the learner disagrees with the appeal decision made by the Internal Verifier an appeal must be put in writing to the Centre Key Contact within 10 days of review by the Internal Verifier
3. Any request for an independent review must be made within 10 days of receipt of the response to your stage 2 review.
4. Copies of the learner's course work, other relevant documents and reports from Course Tutor/Assessor and Internal Verifier reviews are to be given to the independent person/organisation.
5. The findings of the independent review will be reported within 20 days with copies sent to the learner, tutor/assessor, internal verifier and centre key contact.
6. The outcome of this process will be final.
7. There will be a charge of £150 payable by the learner. This must be paid at the time of making a stage 3 appeal. This charge is refundable should the appeal be successful.

There may be occasions where we are not able to respond fully within the timescales indicated. Where this is the case we will keep you advised of the progress we are making and when we expect to respond to your appeal.

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Reviewed Date: November 2023

Review Date: November 2024

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