

Appeals Policy

Introduction

Learners are entitled to appeal an assessment decision if they do not agree with the outcome of their assessment. This policy will be available on the Sport Structures website and all appeals must follow the processes outlined in this document. Members and associates of the workforce will be encouraged to ensure this information is fully understood by any learners who attend training delivered by Sport Structures.

Learner Appeals Process

Learners wishing to appeal must do so within 10 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal. Any appeals by a learner must be conducted in writing using the three-stage process identified below and forwarded to the Appeals Officer.

| Appeals Officers |
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| <p>Kath Percival</p> <p>Sport Structures, Suite 8, The Cloisters, 12 George Road, Edgbaston, Birmingham, B15 1NP</p> <p>Mobile: 07917 388 174</p> <p>Email: Katherine.percival@sportstructures.com</p> |
| <p>Simon Kirkland</p> <p>Sport Structures, Suite 8, The Cloisters, 12 George Road, Edgbaston, Birmingham, B15 1NP</p> <p>Mobile: 0121 455 8270</p> <p>Email: Simon@sportstructures.com</p> |

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.

The assessor should explain their 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 ([Amy Bryant](#)) to retain the centre's assessment and appeals records.

Stage 2

If a learner remains dissatisfied with the assessment decision and wishes to challenge the outcome of Stage 1, they are required to appeal in writing to the Sport Structures Appeals Officer within 14 working days of the Stage 1 process.

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.

Learners are required to provide as much information as possible regarding the disputed assessment decisions, such as:

- The date and type of the assessment (i.e., observation of practical work, assessment of a set task/assignment, a 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, a record of feedback from the assessor involved).

Stage 3

If learners have followed Stages 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 if appropriate within 20 working days of the decision being communicated to them by the recognised centre.

Appeals Officer Procedure

The Appeals Officer will write to the learner to acknowledge receipt of an appeal within 10 working days and outline the course of action to be taken. The Appeals Officer 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.

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.

The decision will also be communicated to the original assessor, the assessor/internal quality assurer and the 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.