



## **Appeals policy**

### **Introduction**

This policy is aimed at our customers, including learners, who are delivering/enrolled on or have taken a Sports Leaders UK approved qualification or unit. It sets out the process you should follow when submitting appeals to us and the process we will follow when responding to appeals.

It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

### **Approved Assessment Centre's (AAC) responsibility**

It's important that your staff involved in the management, assessment and quality assurance of our qualifications and your learners are aware of the contents of the policy.

In addition, you must have internal appeal arrangements which learners can access if they wish to appeal against a decision taken by your centre. If an individual wishes to appeal against a decision taken by a centre it must first of all go through the centre's appeals process before bringing the matter to Sports Leaders UK.

### **Review arrangements**

We will review the policy as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities (e.g. to align with any appeals and complaints process established by the regulatory authorities such as Ofqual).

If you would like to feedback any views please contact us via the details provided at the end of this policy.

### **Fees**

We will charge you or your learners a fee of £50 to cover the administrative and personnel costs involved in dealing with appeals. This will be refunded in the case of successful appeals. An appeal will not be accepted without the correct fee.

## **Areas covered by the policy**

This policy covers:

- Appeals from learners and/or centres in relation to an assessment decision on the basis that we did not apply procedures consistently or that procedures were not followed properly and fairly
- Appeals from centres in relation to a Sports Leaders UK decision concerning a centre's application to offer a Sports Leaders UK qualification
- Appeals from centres concerning the contents of AAC monitoring
- Appeals from centres and/or learners relating to an Sports Leaders UK decision to decline a centre's request to make reasonable adjustments or give special considerations
- Appeals from centres or learners in relation to the application by Sports Leaders UK of a sanction/action on a centre resulting from a QA monitoring visit or an investigation into malpractice or maladministration or a decision to amend a learner/set of learners results following a malpractice or maladministration investigation
- Appeals from centres relating to a decision made by Sports Leaders UK following an investigation into a complaint about a centre
- Appeals if you believe we have not applied our procedures consistently or that procedures were not followed properly, consistently and fairly

## **Process for raising an appeal**

You (and your learners) have 20 working days from the date we notified you of the decision you are appealing against in which to lodge an appeal against our decision - this includes assessment results; hence please advise your learners/staff to retain their course evidence until they receive their result.

If you appeal on behalf of your learners you must ensure that you have obtained the written permission of the learner(s) concerned as results can be changed as a result of an investigation.

Learners who wish to appeal about their assessment results or about a related decision should either be supported by their centre and should have exhausted their centre's own appeals process before appealing to us. In the latter case, learners must provide us with evidence that they have first appealed to their centre. It's expected that learners will only appeal directly to us in exceptional circumstances.

When submitting an appeal please either use the Appeal Form at the end of this document or provide your own details with the following relevant supporting information:

- Centre name, address and contact details

- Learner's name, contact details and Sports Leaders UK registration number
- Date(s) you or the learner received notification of Sports Leaders UK's decision
- Title and number of the Sports Leaders UK qualification affected or nature of service affected (if appropriate)
- Full nature of the appeal
- Any relevant supporting evidence
- Contents and outcome of any investigation carried out that relates to the issue

### **Situations brought to our attention by the regulatory authorities**

Where the regulators notify us of failures that have been discovered in the assessment process of another awarding organisation we will review whether or not a similar failure could affect our own assessment processes and arrangements.

### **Initial review of the appeal details**

Upon receipt of all appeals our Quality Assurance Manager will acknowledge receipt of the appeal within **five working days** and aim to respond fully to the initial review of the potential appeal within **20 days**. Please note that in some cases the review processes may take longer, for example, if a centre visit is required. In such instances, we'll contact all parties concerned to inform them of the likely revised timescale.

The first stage will be for us to undertake an initial, informal assessment of all potential appeals to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. In all instances we will ensure that the person carrying out this initial check will not have a personal interest in the decision being appealed.

Following the initial review of the potential appeal we will write to the appellant with details of our decision to either:

- Amend our original decision in light of the new rationale/evidence being put forward and which has now been reviewed
- Confirm we stand by our original decision and in doing so the rationale for this decision and request that you confirm, within **10 days**, whether you now accept this decision or if wish to formally proceed to our formal appeals process which will be carried out by an independent party

### **Independent review process**

If you decided to proceed to the independent appeal stage we will arrange for an independent review to be carried out.

This will be carried out by an Independent Review Panel of three people including of an Audit Risk and Compliance Committee (ARaC) member, non-executive person (who is not an

employee of ours or otherwise connected to our organization) and a technical expert depending on the nature of the appeal. The panel members will also have relevant competence to make a decision in relation to the appeal and will not have a personal interest in the decision being appealed.

The Independent Review Panel will review all the evidence which took place in the above stages and review if we've applied our procedures fairly, appropriately and consistently in line with our policy.

The independent review process may involve:

- A discussion with the appellant or the learner and Sports Leaders UK personnel
- A request for further information from the appellant, the learner or Sports Leaders UK personnel
- A centre visit by authorised Sports Leaders UK personnel

The Independent Review Panel's decision is final in relation to how Sports Leaders UK will consider such appeals and we'll let you know the outcome of the review within **20 working days** of receipt of the formal appeal. If the centre/learner is still unhappy with the outcome at this stage they are entitled to raise the matter with the relevant qualification regulator.

### **Successful appeals and/or issues brought to our attention by the regulator**

In situations where an appeal has been successful, or where an investigation following notification from the regulator indicates a failure in our processes, Sports Leaders UK will give due consideration to the outcome and will as appropriate take actions such as:

- Amend the record and risk rating of the centre concerned
- Identify any other learners who have been affected and correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure (eg amend the results for the learner(s) affected following an appropriate investigation)
- Review our associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected

We will also cooperate with any follow-up investigations required by the qualifications regulators and if appropriate agree any remedial action with them.

The Responsible Officer will update the Audit, Risk and Compliance Committee of the appeal and outcome in an appropriate timeframe.

## Contact us

If you have any queries about the contents of the policy, please contact our Quality Assurance Manager via:

Post: 23–25 Linford Forum  
Rockingham Drive  
Linford Wood  
Milton Keynes  
MK14 6LY  
Phone: 01908 689180  
Email: [contact@sportsleaders.org](mailto:contact@sportsleaders.org)



Evidence included:  Yes  No

(Please continue on a separate page if necessary)

**Fees**

I enclose a cheque for £50 to cover the processing fee. If the decision is to alter the assessment result, the fee will be refunded.

Please make cheques payable to Sports Leaders UK.

**Signature:** .....

**Printed Name:** .....

**Date: (dd/mm/yy)** .....

***For office use only***

<b>Ref no:</b> <b>Date application received by Sports Leaders UK:</b>
<b>Name of Assessment contact:</b> <b>Decision outcome:</b> <b>Date of notification to candidate:</b>

**Please return your completed form to:**

Quality Assurance Manager  
Sports Leaders UK  
23-25 Linford Forum  
Rockingham Drive  
Linford Wood  
Milton Keynes  
MK14 6LY