



Learner Appeals against Assessment Decision Policy

Designated Appeals Officer: Head of Centre

Writer/reviewer of this policy: Head of Quality

Learners have the right to appeal against an assessment decision made by colleagues (employees, tutors/assessors and satellite staff) working on behalf of The Trust's Recognised Delivery Centre (RDC). The procedure outlined within this policy must be followed in order for an appeal to be considered.

A full list of satellite centres can be found on The Trust's [website](#).

The Head of Centre, is responsible for ensuring that this policy is published, implemented and accessible to all colleagues, learners and any relevant third parties. The Head of Centre will also ensure that all colleagues have read and understood this policy and that any amendments to the policy are communicated to relevant parties.

Learners should be made aware of this policy at the start of their qualification and the policy should be easily accessible within booking confirmation emails, during onboarding and on our website.

Learners wishing to appeal against an assessment decision must do so within 14 days of the original decision being communicated to them in writing. We advise learners to keeping all course documents and work submitted relating to the appeal.

Any information shared as part of the appeals process will be treated as confidential and will only be shared with individuals and organisations involved within the process. We will not share this information with anyone outside of this process without the Learner's consent.

The following procedure should be followed by learners wishing to submit an appeal.



Appeal Submission Procedure

A tutor's assessment decisions are communicated through the 1st4Sport Learner Experience Platform (LXP). If a learner is dissatisfied with an assessment decision they should appeal directly to the relevant tutor in the first instance within 10 working days of the assessment being confirmed. The tutor should explain the rationale behind the assessment decision to the learner within 10 working days of receiving the appeal.

Learner is dissatisfied with the assessor's rationale

The Learner submits an appeal through email to The Trust, providing relevant supporting evidence such as submitted work and/or tutor assessment forms. This should be submitted within 14 working days of a Tutor's response to their initial appeal.

The Designated Appeals Officer must acknowledge receipt of the appeal within 10 working days and must outline the actions to be taken. This may include speaking to the Learner and tutor as well as reviewing submitted work and assessment feedback.

The Designated Appeals Officer will investigate and evaluate the submitted evidence. Outcomes will be communicated via email to all relevant parties within 20 working days.

Learner can escalate their appeal within 20 working days to the 1st4sport Qualifications Compliance and Risk Team by submitting evidence to:
imanagement@1st4sportqualifications.com

The appeal will be handled according to the 1st4sport Qualifications Position Statement – Learner Appeals against Recognised Delivery Centre Decisions which can be found on the [1st4sport Qualifications website](#).



Document control

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