

**FIRSTAID4LIFE Limited  
Candidate Appeals  
Policy & Procedure**

## **Appeals Policy and Procedures**

### **Section 1 Candidate appeals.**

#### **1.1 Appeals**

Any individual or organisation that is affected by an assessment decision made by FIRST AID4LIFE LIMITED and their Trainers is eligible to take advantage of the appeals process.

#### **1.2 Candidate Appeals**

Appeals can be made to areas of concern by candidates, including but not limited to administration and assessment errors, perceived discrimination, and failure to take into account any special circumstances or decisions relating to malpractice or misconduct.

Candidates are strongly recommended to pursue any enquiry, complaint or grievance informally by making a telephone or email enquiry to FIRST AID4LIFE LIMITED, before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

There is a time limit for making appeals (3 weeks) from course completion. There is a time limit of a further 3 weeks to review this appeal, an appeal review fee is payable (refundable if the appeal is upheld).

#### **1.3 Appeals to FIRST AID4LIFE LIMITED**

Appeals can be made to all areas of concern to those delivering courses, including but not limited to decisions regarding approvals, sanctions and Internal Verifier decisions, requests for reasonable adjustments or special consideration, or decisions relating to malpractice or misconduct.

Disagreement with an assessment judgement is not normally grounds for an appeal. FIRST AID4LIFE LIMITED Trainers follow strict criteria when making their assessment decisions in accordance with the Awarding Organisation (AO).

Appeals generally fall into the following categories:

- a) Administration error - typically a mistake in recording results.
- b) Assessment error - perhaps using criteria other than those specified in the qualification.
- c) Discrimination - the method of assessment was not fair and reasonable under the circumstances, or the assessor was biased or prejudiced.
- d) Decisions regarding Reasonable Adjustments and Special Considerations

#### **1.4 Specific point of contact**

Ask for FIRST AID4LIFE LIMITED Director

## 1.5 Summary of full Appeals Process

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by FIRST AID4LIFE LIMITED with a minimum of delay.

- a) Clarification of the original decision
- b) Informal dialogue to review the context and criteria of the decision.
- c) If informal methods are unsuccessful then a formal appeal in writing can be initiated by the affected individual.
- d) FIRST AID4LIFE LIMITED to contact and discuss the assessment decision with the course assessor and review all available and relevant evidence.
- e) Reference may be made to the AO for guidance, if specialist expertise is required.
- f) Appellant informed of decision and any subsequent actions by the Centre.
- g) Where the decision is overturned the affected individual will be informed.
- h) Where the decision remains unchanged or the affected individual is dissatisfied, the candidate may refer directly to the AO using their Appeals Procedure that is available as a download from the website or by request to their Office.
- i) In the event that a learner is dissatisfied with the Centre and the AO's handling of the appeal, a learner can raise a complaint to the appropriate external national regulator of the qualification Ofqual or SQA accreditation.

Ofqual – [www.ofqual.gov.uk](http://www.ofqual.gov.uk)

SQA Accreditation – [www.sqa.org.uk](http://www.sqa.org.uk)

## 1.6 Monitoring Evaluation and Reporting Appeal Decisions

Candidates appeal enquiries will be dealt with according to the timescales contained in FIRST AID4LIFE LIMITED Customer Charter. Should the result of an appeal call into question the accuracy of other FIRST AID4LIFE LIMITED results, then each questionable result will be investigated by the Director. Appropriate proportionate action will then be taken which may include:

- a) An increased level of scrutiny
- b) Reporting to the Awarding Organisation

## 1.7 Personal interest

All appeal decisions to be taken by individuals who have no personal interest in the decisions being appealed.

## 1.8 Appeal Against FIRST AID4LIFE LIMITED decisions

These may be referred to the AOs only after the full Centre appeals process has been followed.