

# **FIRSTAID4LIFE Limited**

## **Learner 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 FIRSTAD4LIFE LIMITED and their Trainers is eligible to utilise the appeals process.

#### **1.2 Learner Appeals**

Appeals may be made regarding areas of concern from learners, including but not limited to:

- Administration and assessment errors
- Perceived discrimination
- Request for reasonable adjustments or special considerations
- Failure to take into account any special circumstances
- Decisions relating to malpractice or misconduct

Learners are strongly recommended to pursue any enquiry, complaint or grievance informally by making a telephone or email enquiry to FIRSTAD4LIFE 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 for FIRSTAD4LIFE LIMITED to review this appeal, an appeal review fee is payable (refundable if the appeal is upheld).

Disagreement with an assessment judgement is not normally grounds for an appeal. FIRSTAD4LIFE LIMITED Trainers follow strict criteria when making their assessment decisions in accordance with the Awarding Organisation (AO).

Appeals generally fall into the following broad 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

#### **1.3 Specific point of contact**

Ask for FIRSTAD4LIFE LIMITED Director

## 1.4 Summary of full Appeals Process

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by FIRSTAD4LIFE 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) FIRSTAD4LIFE 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) All learners have the right to raise a **COMPLAINT** to the external regulators of the qualification they are enrolled upon, regarding their appeal. If learners are not satisfied with how their appeal has been handled by the AO then learners may also refer a **COMPLAINT** to the appropriate external national regulator Ofqual or SQA accreditation.

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

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

**Note:** Regulators will scrutinise FIRSTAD4LIFE LIMITED and the AO against their published procedures. **THE REGULATORS CANNOT OVERTURN ASSESSMENT DECISIONS OR ACADEMIC JUDGMENTS.**

## 1.5 Monitoring Evaluation and Reporting Appeal Decisions

Learners appeal enquiries will be dealt with according to the timescales contained in FIRSTAD4LIFE LIMITED Customer Charter. Should the result of an appeal call into question the accuracy of other FIRSTAD4LIFE LIMITED results, then each questionable result will be investigated by the Director. Appropriate and proportionate action will then be taken which may include:

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

## 1.6 Personal interest

All appeals decisions made by FIRSTAD4LIFE LIMITED will follow these published procedures and will be taken by individuals who have no personal interest in the decision(s) being appealed.

## 1.7 Appeal Against FIRSTAD4LIFE LIMITED decisions

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