

Appeals Procedure

This document sets out the procedure for learners to appeal against a decision or action taken by Fit4Training, particularly in relation to assessment decisions. An appeal differs from a complaint because it is a specific request to reconsider or challenge a decision or action taken by Fit4Training. If a learner wishes to make a complaint alongside an appeal please also read Fit4Training's Complaints Policy. If you are unsure whether you wish to make a complaint or an appeal you can contact us to explain your situation. Such queries should be submitted to the Head of Centre Support by emailing martin@fit4training.com.

Background

Fit4Training aims to protect the interests of learners at all times by requiring assessors to assess learners against the agreed and published criteria (see individual qualifications specifications for these criteria – available on your course page). Assessors who are trained, and have gained or are in the process of working towards an approved and recognised assessor qualification make assessment decisions.

It is recognised that, in exceptional circumstances a learner may wish to appeal against recommendations or decisions that Fit4Training makes in relation to an internal assessment or internal verification of an internal assessment. Learners are advised to contact Fit4Training in the first instance if they wish to appeal an assessment decision. Once Fit4Training's appeal procedure has been exhausted, if a learner remains unsatisfied with the outcome, the learner may contact YMCA Awards to make a complaint regarding Fit4Training's conduct in making the original decision, in responding to the appeal or both.

In this situation, the learner should make use of Fit4Training Complaints Procedure. Please note, any appeal made by a learner relating to external assessment decisions should be made to Fit4Training initially within 10 working days of the decision being made available to the learner (for example within 10 days of the publication of an external assessment result or refusal of a request for reasonable adjustment). This is to ensure that Fit4Training and potentially, YMCA Awards can act in the most timely and efficient manner, and whilst the optimum amount of information and evidence is available. It may not be possible for us to process an appeal made after this time unless there are exceptional circumstances.

Areas for Appeal

Fit4Training appeals policy enables learners to make a formal appeal against a recommendation or assessment decision relating to:

- The mark or grade awarded for an external assessment
- The Fit4Training internal quality assurers' decision on any element of assessment that differs to the assessor's decision (for example, if an

internal assessment has been marked by the Fit4Training assessor as achieved but the internal quality assurer disagrees with this judgement)

- An application for a Reasonable Adjustment or Special Consideration submitted to Fit4Training or YMCA Awards for approval
- Fit4Training's final, overall assessment decision for a unit or qualification.

Grounds for Appeal

The following is a list of examples and is not comprehensive:

- There was an error in the external assessment materials
- A reasonable adjustment was refused without reason or a decision to limit a requested reasonable adjustment proved to be inappropriate or insufficient
- The learner requested Special Consideration but this does not seem to have been applied
- There were medical or other extenuating circumstances which affected the learner's performance in an external assessment and were not previously supplied to Fit4Training through a request for special consideration (appropriate written evidence will be requested by Fit4Training)
- The internal quality assurer was not supplied with all the relevant assessment evidence or made a decision to over-rule the assessor's decision without providing an explanation
- There was inappropriate or irregular conduct on the part of the assessor, which Fit4Training may have been aware of and had not dealt with, and which resulted in an incorrect assessment decision.

Appeals procedures

Stage one: Learners should contact Fit4Training to request information on appealing a decision, outcome or result. If the outcome or result relates to decision made by Fit4Training, the learner should use Fit4Training's appeal procedure.

Stage two: If the outcome or result relates to a decision made by YMCA Awards (an external assessment), Fit4Training will contact the YMCA Awards Head of Quality and Assessment. Fit4Training can expect a reply within three working days.

Stage three: Following communication with the Head of Quality and Assessment at YMCA Awards, Fit4Training can make a formal appeal so that any investigation can take place as soon as possible. The Head of Quality and Assessment at YMCA Awards will offer advice regarding whether an appeal is an appropriate course of action but will not make this decision on Fit4Training's, or the learner's behalf and this advice does not affect Fit4Training's, or learner's right to submit an appeal at any time. Please note: Submission of a formal appeal to YMCA Awards incurs a fee

of £50. The fee will be refunded if the appeal is upheld. In addition, if the appeal is upheld, costs associated with remedying the decision or outcome are likely to be absorbed by YMCA Awards. Formal appeals will be investigated and Fit4Training can expect an outcome, in writing, within 20 working days of submitting the appeal.

Stage four: In the event that the outcome of an appeal is disputed by Fit4Training or learner, stage 4 of the appeals procedure can be invoked:

- In stage 4 the case will be put before an independent reviewer.
- The appeal must be submitted within 20 working days of receipt of the outcome of stage 3.
- The independent reviewer will check that Fit4Training and YMCA Awards has followed correct procedures with regards to the appeals process, and if appropriate they will make recommendations back to the appeals panel
- The independent reviewer will inform all parties of the outcome of the review and a report of the investigation will be sent to all relevant parties. Stage 4 is the final stage of the appeal process where a final decision will be made regarding the outcome of the initial appeal.