

Fit4Training Assessment Appeals

Fit4Training is committed to ensuring that whenever its staff assesses candidates' work for an Active IQ or YMCA Awards qualification; this will be done fairly, consistently and in accordance with the specification for the qualification concerned.

Candidates' work should be produced and authenticated according to the requirements of the awarding body.

Assessments will be conducted by staff with appropriate knowledge, understanding and skills. Where work is divided between staff, consistency will be assured by internal verification and standardisation. If a candidate believes that this may not have happened in relation to his/her work, he/she may make use of this assessment appeals procedure.

Appeals may be made against the assessment processes and the assessment outcome.

Appeals should be made as soon as possible and within two weeks of the assessment.

In the first instance, the candidate should appeal informally to the assessor. The assessor should respond to the appeal within two weeks.

In the event that no satisfactory outcome is reached a written appeal should be made within four weeks of the initial appeal, to the Centre Contact who will investigate. A written acknowledgement of the appeal must be given.

If the Centre Contact was directly involved in the assessment in question, or is unable to conduct the investigation for any other reason, he/she will appoint another member of staff of similar or greater seniority to conduct the investigation.

The person conducting the investigation will decide whether the process used for the internal assessment conformed with the requirements of the awarding organisation. This will be done within two weeks of the written appeal.

The result of the appeal will be made known in writing to the parties concerned, together with any correspondence with the awarding organisation, any changes made to the assessment of the piece of work in question and any changes made for the future.

A written record of the appeal will be kept and made available to the awarding body at their request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

After work has been assessed and internally verified, it is externally verified by the awarding body to ensure consistency between approved centres. External verification may change the assessment decision made internally but that is outside the control of the approved centre and is not covered by this procedure.

YMCA Awards Appeal Procedure

Appeals procedures

Stage one:

Learners should make the first appeal through the centre's appeals system via the Internal Quality Assurer/Centre Contact. If the appeal is unresolved, the learner should be advised of the next stage for appeal.

Please note: The appeal should be made to the Assessor or IQA as soon as possible after the assessment, preferably on the same day, but within 5 working days is acceptable. All centres approved by YMCA Awards will have had their appeals policies and procedures formally approved, a copy of which should be made accessible to the learner at induction.

Stage two:

The centre should contact the External Quality Assurer (EQA). If the EQA is not present or is unable to resolve the appeal issue, the learner should be directed to the third stage of the appeals process.

Stage three:

A written appeal should be made by the learner directly to the YMCA Awards Lead Quality Assurer. The Lead Quality Assurer will investigate the matter thoroughly and respond in writing within 20 working days.

Please note: In extreme circumstances, when the learner feels that the IQA has been unable to bring the matter to a satisfactory conclusion, the matter may be referred directly to the Head of YMCA Awards, the fourth stage of appeal. Any evidence in writing, in person or by telephone may be requested from the learner during this time.

Stage four:

The learner may be offered a formal appeals hearing. This will be conducted within six weeks and will be conducted by the appeals panel comprising:

- an independent appeals board member
- the Head of YMCA Awards

- the Lead Quality Assurer of YMCA Awards
- a Senior Management representative from the centre
- a chairperson employed by YMCA Awards

Please note: Provision of an appeals hearing will incur a nominal fee. The fee will be refunded if the appeal is upheld. Please refer to the YMCA Awards website for information on fees. If the appeal is upheld learners may receive an opportunity to re-take the assessment free of charge.

Stage five:

In the event of stages 1-4 being exhausted without a satisfactory resolution, stage 5 of the appeals procedure can be invoked:

- in stage 5 the case will be put before an Independent reviewer
- this stage will be considered only if the YMCA Awards stage 4 appeal process has been exhausted
- the appeal must be submitted within 20 working days of receipt of the outcome of stage 4
- the Independent reviewer will check that YMCA Awards has followed correct procedures with regards to the appeals process, and if appropriate they will make recommendations back to the appeals panel
- this is the final stage of the appeal process where a final decision will be made with regards to the outcome of the initial appeal
- the Independent reviewer will inform all parties of the outcome of the review and a report of the hearing will be sent to all parties

Active IQ Appeals Procedure

Described below is the complete procedure; please refer to the following sections for details on which stages of the procedure to follow in particular circumstances:

Stage 1

All appeals are to be addressed to the centre, who will attempt to resolve the issue. If the candidate is unhappy with the outcome offered, stage 2 must be followed

Stage 2

A formal appeal must be submitted in writing to Active IQ. The candidate must complete the Candidate Appeals Application Form giving the following details:

- name and contact details (address and telephone numbers)
- date appeal first reported to centre
- grounds for appeal
- factual details including dates, what was assessed and what action has been taken so far desired outcome

The form should be sent, together with all the written documentation from the assessment. Video evidence will significantly strengthen the appeal. Within 5 working days of receipt of the written appeal, the Lead Verifier must acknowledge receipt of the appeal by either:

- producing a written solution to the candidate, or
- producing a holding reply and a final reply within an additional 5 working days

In the event that the candidate is unhappy with the response from the Lead Verifier, the appeal will be passed on to stage 3 of the procedure.

Stage 3

All the evidence and the written appeal will be referred to the Director of Active IQ and must reach them within 5 working days of receipt of the Lead Verifier's decision. The Director must acknowledge receipt of the appeal within 5 working days by offering a formal Appeals Hearing conducted by the Appeals Panel, comprising:

- The Director of Active IQ
- The Lead Verifier of Active IQ
- An Independent Member

The Independent Member of the panel must meet the following criteria:

- They are totally independent of Active IQ
- They have not been, at any time in the past 7 years, a member of Active IQ's board or committees or an employee of or examiner for Active IQ

The candidate will receive a written outcome within 10 working days of the hearing. In the event that the candidate is unhappy with the response from the Panel, the appeal will be passed on to stage 4 of the procedure

Stage 4

All the evidence and the written appeal will be referred to an Independent Reviewer within 5 working days of receipt of the Panel's decision. The Independent Reviewer must acknowledge receipt of the appeal by responding within 5 working days. Their decision will be final. The Independent Reviewer is Chris Whitehouse, Director of QMA Ltd (Quality Management Consultant) The Independent Reviewer must meet the following criteria:

They are totally independent of Active IQ and have no links with it
They have not been, at any time in the past 7 years, a member of Active IQ's board or committees or an employee of or examiner for Active IQ

Fees

A nominal fee will be charged for handling appeals which progress beyond stage 1 of the procedure; but will be waived if the appeal is upheld. A current list of all fees is available to all customers on our website: www.ActiveIQ.co.uk In the case of group appeals, the fee per candidate will be reduced, depending on the number of candidates; and if the appeal is upheld, the fee waived. Where such appeals are partially upheld, the fee will be proportionately waived.

Monitoring

All appeals will be monitored by the Director of Active IQ, who will check that Active IQ conducted the appeals in line with the procedure and consistent with the regulatory criteria. The Director will also check that the procedures have been applied properly and fairly in arriving at judgements.

Candidate Appeals Internal assessment decisions If the candidate has grounds for appeal against an internal assessment decision i.e. a decision made by the centre, supported by evidence, the procedure above should be followed from stage 1. Should an appeal become successful and the accuracy of candidate results have been jeopardized, Active IQ will ensure that all related candidate results will be reviewed and altered accordingly.

External assessment decisions and other decisions affecting candidates

If the candidate has grounds for appeal against a decision made by Active IQ, the procedure above, commencing at stage 2, should be followed e.g. decisions made on:

- external theory results
- accreditation for prior learning/achievement
- reasonable adjustments
- special consideration
- certification

Centre Appeals

Centres may wish to appeal against a decision made by Active IQ in any of the following areas:

External assessment decisions and other decisions affecting candidates If the centre has grounds for appeal against a decision made by Active IQ affecting candidates, the procedure above, commencing at stage 2, should be followed e.g. decisions made on:

- external theory results
- accreditation for prior learning/achievement
- reasonable adjustments
- special consideration
- certification

