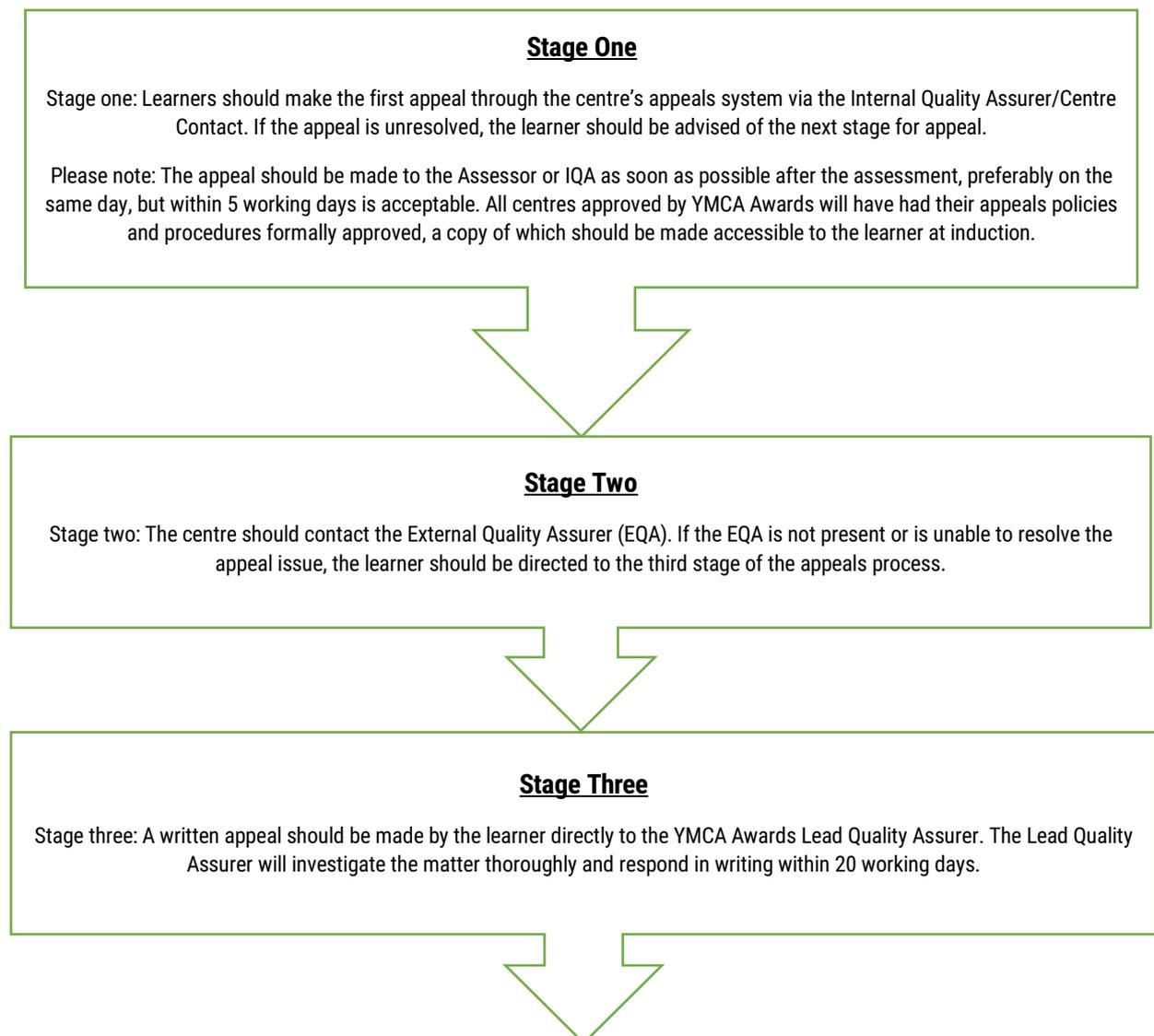


All Learners have the right to challenge the outcomes of their assessment, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues listed below:-

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Quality Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

If a Learner wishes to appeal the appeal the following stages must be followed:



Stage Four

The learner may be offered a formal appeal 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

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

Notification of appeals

Written notification of appeals must be received by YMCA Awards within 20 working days (Monday-Friday excluding Bank Holidays) from the time of the learner's receipt of the assessor's decision.

All enquiries relating to the appeals policy and procedures should be addressed to:

Internal Quality Assurer

Leisure Active Training

20 John Street

Mumbles

Swansea

Telephone: 07900398653

Email: enquiries@la-training.co.uk

Policy reviewed: 20/08/18