

# Appeals policy

## Introduction

This policy is aimed at our customers, including learners\*, who are delivering/enrolled on or have taken a Sports Leaders UK approved qualification or award. It sets out the process you should follow when submitting appeals to us and the process Sports Leaders UK will follow when responding to appeals.

\*The definition of a learner is an individual who is registered onto a Sports Leaders UK qualification and award.

It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

## Review arrangements

Sports Leaders UK will review the policy as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities

If you would like to feedback any views please contact us via the details provided at the end of this policy.

## Qualification Centre's (Centre) responsibility

It's important that your staff involved in the management, delivery, assessment and quality assurance of our qualifications or awards and your learners are aware of the contents of the policy.

In addition, you must have internal appeal arrangements which learners can access if they wish to appeal against a decision taken by your Centre. If an individual wishes to appeal against a decision taken by a Centre it must first of all go through the Centre's appeals process before bringing the matter to Sports Leaders UK.

## Review arrangements

Sports Leaders UK will review the policy as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities (e.g. to align with any appeals and complaints process established by the regulatory authorities).

If you would like to feed back any views please contact us via the details provided at the end of this policy.

## Fees

Sports Leaders UK will charge you or your learners a fee of £50 to cover the administrative costs involved in dealing with appeals. This will be refunded in the case of successful appeals. An appeal will not be accepted without the correct fee.

## Areas covered by the policy

This policy covers:

- Appeals from Centre's in relation to a Sports Leaders UK decision concerning a Centre's application to offer Sports Leaders UK qualification's or awards.
- Appeals from Centre's concerning the contents of Centre engagements.
- Appeals from Centre's and/or learners relating to a Sports Leaders UK decision to decline a Centre's request to make reasonable adjustments or give special considerations
- Appeals from Centre's or learners in relation to the application by Sports Leaders UK of a sanction/action on a Centre resulting from a Quality Assurance monitoring visit or an investigation into malpractice or maladministration or a decision to amend a learner/set of learners results following a malpractice or maladministration investigation.
- Appeals from Centre's relating to a decision made by Sports Leaders UK following an investigation into a complaint about a Centre
- Appeals if you believe Sports Leaders UK have not applied our procedures consistently or that procedures were not followed properly, consistently and fairly.
- Appeals from a Centre in relation to a Sports Leaders UK response or decision following a formal complaint from a Centre (this appeal would be accepted on completion of the Complaints Policy procedure).

## Process for raising an appeal

You (and your learners) have 20 working days from the date Sports Leaders UK/the Centre notified you of the decision you are appealing against in which to lodge an appeal - this includes assessment results (learners) and Quality Assurance engagement outcomes; hence please advise your learners/staff to retain their course evidence until they receive the outcome of the award or qualification or the Quality Assurance engagement outcome.

If you appeal on behalf of your learners you must ensure that you have obtained the written permission of the learner(s) concerned as results can be changed as a result of an investigation.

Learners who wish to appeal about their assessment results or about a related decision should either be supported by their Centre and/or should have exhausted their Centre's own appeals process before appealing to us. In the latter case, learners must provide us with evidence that they have first appealed to their Centre. It's expected that learners will only appeal directly to us in exceptional circumstances.

When submitting an appeal please either use the Learner Appeal Form or Centre Appeal Form at the end of this document or provide your own details with the following relevant supporting information to [contact@sportsleaders.org](mailto:contact@sportsleaders.org):

- Centre name, address and contact details
- Learner's name, contact details and Sports Leaders UK learner registration number
- Date(s) you or the learner received notification of Sports Leaders UK's decision
- Title and number of the Sports Leaders UK qualification or award affected or nature of service affected (if appropriate).
- Full nature of the appeal.
- Any relevant supporting evidence.
- Contents and outcome of any investigation carried out that relates to the issue.

### **Situations brought to our attention by the regulatory authorities**

Where the regulators notify us of failures that have been discovered in the assessment process of another Awarding Organisation Sports Leaders UK will review whether or not a similar failure could affect our own assessment processes and arrangements.

### **Initial review of the appeal details**

Upon receipt of all appeals our Quality Assurance Manager will acknowledge receipt of the appeal within **five working days** and aim to respond fully to the initial review of the potential appeal within **20 days**. Please note that in some cases the review processes may take longer, for example, if a Centre visit is required. In such instances, Sports Leaders UK will contact all parties concerned to inform them of the likely revised timescale.

The first stage will be for us to undertake an initial, informal assessment of all potential appeals to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. In all instances Sports Leaders UK will ensure that the person carrying out this initial check will not have a personal interest in the decision being appealed.

Following the initial review of the potential appeal Sports Leaders UK will write to the appellant with details of our decision to either:

1. Amend our original decision in light of the new rationale/evidence being put forward and which has now been reviewed.
2. Confirm Sports Leaders UK stand by our original decision and in doing so the rationale for this decision and request that you confirm, within **10 days**, whether you now accept this decision or if wish to proceed to our formal appeals process which will be carried out by an independent party.

### Independent review process

If you decide to proceed to the independent appeal stage Sports Leaders UK will arrange for an independent review to be carried out.

This will be carried out by an Independent Review Panel of three people including an Audit Risk and Compliance Committee (ARAC) member, non-executive person (who is not an employee of ours or otherwise connected to our organisation) and a technical expert depending on the nature of the appeal. The panel members will also have relevant competence to make a decision in relation to the appeal and will not have a personal interest in the decision being appealed.

The Independent Review Panel will review all the evidence which took place in the above stages and review if Sports Leaders UK have applied the procedures fairly, appropriately and consistently in line with our policy.

The independent review process may involve:

- A discussion with the appellant or the learner and Sports Leaders UK personnel.
- A request for further information from the appellant, the learner or Sports Leaders UK personnel.
- A Centre visit by authorised Sports Leaders UK personnel.

The Independent Review Panel's decision is final in relation to how Sports Leaders UK will consider such appeals and Sports Leaders UK will let you know the outcome of the review within **20 working days** of receipt of the formal appeal.

If the Centre/learner is still unhappy with the outcome at this stage they are entitled to raise the matter with the relevant qualification regulator (Ofqual, CCEA, Qualification Wales or SQA Accreditation). The regulator (Ofqual, CCEA, Qualification Wales or SQA Accreditation) is unable to overturn assessment decisions or academic judgements. They will investigate whether the policies and procedures have been carried out fairly and equitably and as outlined by the Awarding Organisation.

## Successful appeals and/or issues brought to our attention by the regulator

In situations where an appeal has been successful, or where an investigation following notification from the regulator indicates a failure in our processes, Sports Leaders UK will give due consideration to the outcome and will as appropriate take actions such as:

- Amend the record and risk rating of the Centre concerned.
- Identify any other learners who have been affected and correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure (e.g. amend the results for the learner(s) affected following an appropriate investigation).
- Review our associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected.

Sports Leaders UK will also cooperate with any follow-up investigations required by the qualifications regulators and if appropriate agree any remedial action with them.

The Responsible Officer will update the Audit, Risk and Compliance Committee of the appeal and outcome in an appropriate timeframe.

### Contact us

If you have any queries about the contents of the policy, please contact our Quality Assurance Manager using the details below:

Telephone: 01908 689180

Email: [contact@sportsleaders.org](mailto:contact@sportsleaders.org)

Post: 24 Linford Forum, Rockingham Drive, Linford Wood, Milton Keynes, MK14 6LY.

## Learner Appeal Form

This form is to be submitted to Sports Leaders UK within 20 working days of the date on which you were notified of the quality assurance engagement outcome or result of the award or qualification.

<b>Learner's Full Name (name given when registered)</b>			
<b>Sports Leaders UK learner registration number</b>		<b>If registration number is not known please provide date of birth</b>	
<b>Address</b>			
<b>Phone number(s)</b>			
<b>Email</b>			

<b>Centre name</b>			
<b>Centre address</b>			
<b>Centre number</b>			
<b>Tutor/Assessor's Name</b>			
<b>Tutor/Assessor's position in centre</b>			

<b>Qualification or Award title</b>					
<b>Course number (if known)</b>		<b>Course start date</b>		<b>Course finish date</b>	

**Please clearly detail the reasons for your appeal**

Evidence included:  Yes  No

(Please continue on a separate page if necessary)

**Fees**

I enclose a cheque for £50 to cover the processing fee. If the decision is to alter the assessment result, the fee will be refunded. Please make cheques payable to Sports Leaders UK.

**Signature:** .....

**Printed Name:** .....

**Date: (dd/mm/yy)** .....

***For office use only***

<b>Ref no:</b>
<b>Date application received by Sports Leaders UK:</b>
<b>Name of Assessment contact:</b>
<b>Decision outcome:</b>
<b>Date of notification to candidate:</b>

**Please return your completed form to:**

Quality Assurance Manager  
Sports Leaders UK  
24 Linford Forum  
Rockingham Drive  
Linford Wood  
Milton Keynes, MK14 6LY.

## Centre Appeal Form

This form is to be submitted to Sports Leaders UK within 20 working days of the date on which you were notified of the quality assurance engagement outcome or result of the award or qualification.

<b>Centre Name (name given when registered)</b>			
<b>Sports Leaders UK Centre Number</b>		<b>Centre course Manager Name</b>	
<b>Address</b>			
<b>Phone number(s)</b>			
<b>Email</b>			

**Please clearly detail the reasons for your appeal**



Evidence included:  Yes  No

*(Please continue on a separate page if necessary)*

**Fees**

I enclose a cheque for £50 to cover the processing fee. If the decision is to alter the result, the fee will be refunded. Please make cheques payable to Sports Leaders UK.

**Signature:** .....

**Printed Name:** .....

**Date: (dd/mm/yy)** .....

***For office use only***

<b>Ref no:</b>
<b>Date application received by Sports Leaders UK:</b>
<b>Name of Appeal officer contact:</b>
<b>Decision outcome:</b>
<b>Date of notification to centre:</b>

**Please return your completed form to:**

Quality Assurance Manager  
Sports Leaders UK  
24 Linford Forum  
Rockingham Drive  
Linford Wood  
Milton Keynes, MK14 6LY.