



Candidate Appeals Procedure

Candidates wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the Head of the Centre, Justine Mosley, to ensure that this procedure is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinator, Jackie Elkin, specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.

Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the candidate is recommended to put the appeal in writing using the Hampshire FA Candidate Appeals Form 1 provided. The assessor should explain his/her rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the Hampshire FA QC and the Appeals Officer to retain with the centre's assessment and appeals records.

Stage 2

If candidates remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal in writing to the Hampshire FA Officer within 14 working days of the Stage 1 process, using the Hampshire FA Candidate Appeals Form 2.

The Appeals Officer will write to the candidate to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken. The Appeals Officer will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review, in addition to the relevant QC specific to the qualification, and will write to the candidate within 20 working days with the findings and a decision as to whether the appeal was justified.

Candidates are required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form 2, information should include:

- the date and type of the assessment (ie observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (ie candidate evidence, record of feedback from the assessor involved).

All Stage 2 appeals should be sent to:
Appeals Officer Jackie Elkin Winklebury Football Complex, Winklebury Way, Basingstoke, Hampshire, RG23 8BF

Upon receipt of the appeal the Appeals Officer will contact the relevant person required to conduct an appropriate review of the evidence and an independent assessor or internal verifier and/or relevant QC may review/reassess the candidate's work against the assessment criteria for the qualification, where required. One of the following decisions will be communicated to the candidate by the Appeals Officer in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the candidate an opportunity for a resit/reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Candidate Appeal Form 2.

The decision will also be communicated to the original assessor and also the assessor/internal verifier and QC who assisted in Stage 2 of the appeal. Copies of records of appeals are retained with the assessment and appeals records. [Insert name of organisation] will retain records of appeals for a minimum period of five years.

Stage 3

If candidates have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body (1st4sport Qualifications) within 20 working days of the decision being communicated to them by recognised centre. The 1st4sport appeals procedure can be accessed online via www.1st4sportqualifications.com. On the home page, candidates should click on 'information for candidates' and 'customer service'.

All Stage 3 appeals should be sent to:	
Address:	Quality Management Team FAO: Quality Assurance Officer 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email:	qmt@1st4sportqualifications.com

Hampshire FA Candidate Appeal Form 1

Stage 1

The candidate may use this form to appeal against the outcomes of an assessment decision to the assessor.

Candidate's name:	
Date of assessment:	
Name of assessor (against whose decision the appeal is being made):	

Nature of the Appeal:

Details of Original Assessment Decision:			
Candidate's signature:		Date:	

To be completed by the assessor

Date of meeting:	
Assessor Response:	

Signed:			
Assessor:		Date:	
Candidate:		Date:	

To be completed by the Appeals Officer

Date of appeals meeting:			
Meeting attendees:			
Details of the meeting:			
Outcome of the Meeting			
Uphold the original assessment decision			<input type="checkbox"/>
Offer the candidate an opportunity for a resit/reassessment free of charge			<input type="checkbox"/>
Overturn the original decision			<input type="checkbox"/>

Signed			
Appeals Officer:		Date:	
Candidate:			