



# Position Statement on Appeals against 1st4sport Procedural Decisions Reporting and Handling Arrangements

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# 1 Appeals against 1st4sport Procedural Decisions

## 1.1 Introduction

**1st4sport Qualifications** endeavour to offer a high-quality service to all stakeholders. Working to achieve this aim assists in the maintenance of our established quality standards and ensures effective working relationships. Therefore, those who are impacted by inaccurate outcomes from 1st4sport procedural decisions, or who perceive that any decision making process was not handled in line with our established procedures have a right to make an appeal.

## 1.2 Grounds on which to make an appeal

In the event that potential or recognised centres, registered learners or any relevant third party believe they have grounds for an appeal, they should follow the appropriate reporting procedure. The grounds on which to base an appeal must include one or both of the following. The appellant must have:

1. information and/or evidence to contravene and potentially change the original procedural decision
2. information and/or evidence to demonstrate that the original decision making process was not handled in line with our established procedure.

Where an appellant does believe that they have appropriate grounds for an appeal, the reporting procedure must be completed and the appeal made to 1st4sport within 25 working days of receipt of the original decision.

## 2 Reporting Arrangements

### 2.1 Reporting procedure for potential or recognised centres

#### Examples of procedural decisions

Procedural decisions which may significantly impact potential and/or recognise centres include:

- recognition and approval outcomes
- qualification approval application outcomes
- External Verifier recommendations
- the handling or outcome of an allegation or an appeal
- recognised centre and/or qualification approval status as a result of sanctions

#### The reporting process

Where potential and recognised centres wish make an appeal of against a 1st4sport procedural decision, they are required to complete the *Appeals* form contained on *Athena* the *1st4sport Quality Assurance System*. *Athena* is a web-based system designed to support our communication with recognised centres/organisations. Information and/or evidence should be uploaded and attached to the appeals form and submitted via *Athena*.

**An administrative charge of £100** is required from organisations/recognised centres for an appeal of this type and will be refunded where the grounds for the appeal are confirmed and if appeal is upheld. Please send a cheque, made payable to Coachwise Ltd (a compliment slip with the appellant's details must be attached when submitting the fee, along with any additional documentation/evidence in support of the appeal), to: The Quality Management Team (QMT) 1st4sport Qualifications, Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP.

## 2.2 Reporting procedure for learners or relevant third parties

### Examples of procedural decisions

Procedural decisions which may significantly impact registered learners include:

- complaint against the centres service outcomes
- appeal against the centres assessment decision outcomes
- allegation of malpractice outcomes
- allegation of child vulnerable adult abuse outcomes
- reasonable adjustment request outcomes
- special consideration request outcomes

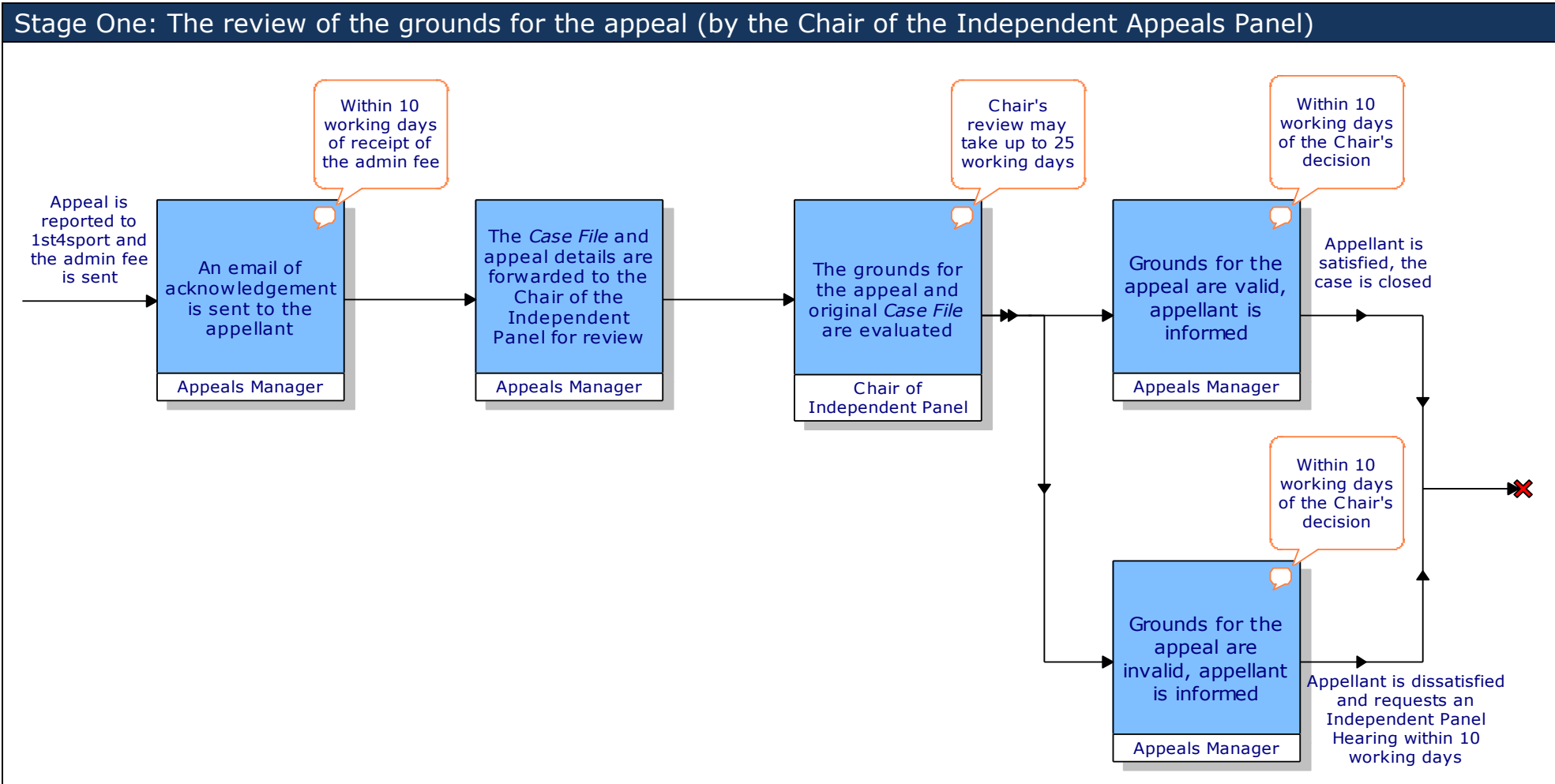
### The reporting process

Where learners or a relevant third party wish to appeal against a 1st4sport procedural decision, they are required to complete the *Appeals Report* contained within the learner section of the 1st4sport website. This completed report and any related evidence should be forwarded to [qmt@1st4sportqualifications.com](mailto:qmt@1st4sportqualifications.com).

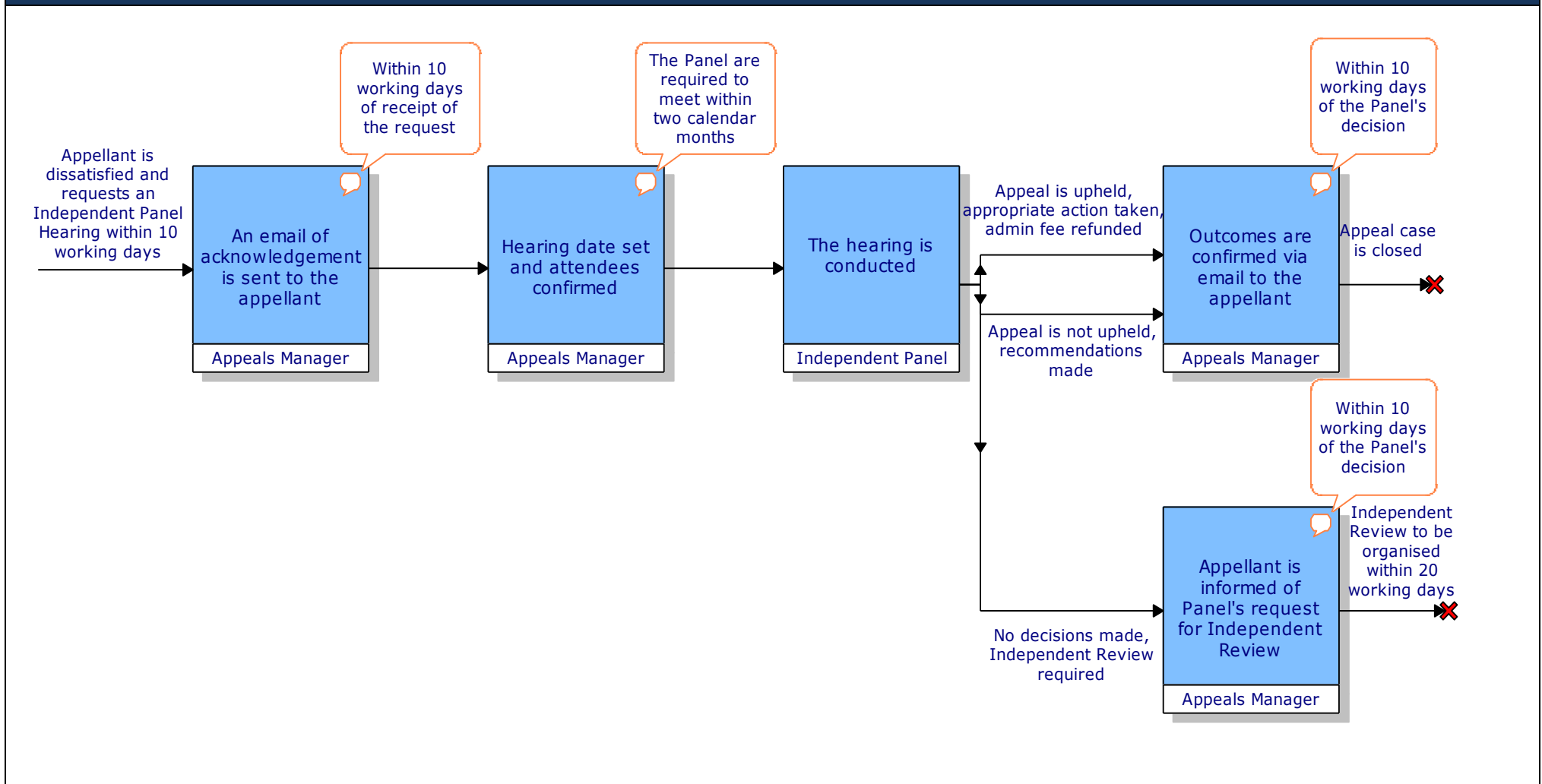
**An administrative charge of £20** is required from learners for an appeal of this type and will be refunded where the grounds for the appeal are confirmed and if appeal is upheld. Please send a cheque, made payable to Coachwise Ltd (a compliment slip with the appellant's details must be attached when submitting the fee, along with any additional documentation/evidence in support of the appeal), to: The Quality Management Team (QMT) 1st4sport Qualifications, Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP.

### 3 Handling Arrangements

To ensure effective handling of appeals against our procedural decisions, two standardised, systematic processes have been developed. In addition, the use of experienced and occupationally competent individuals is integrated into the processes. This serves to ensure objectivity and to contribute to the establishment of the most appropriate outcomes.



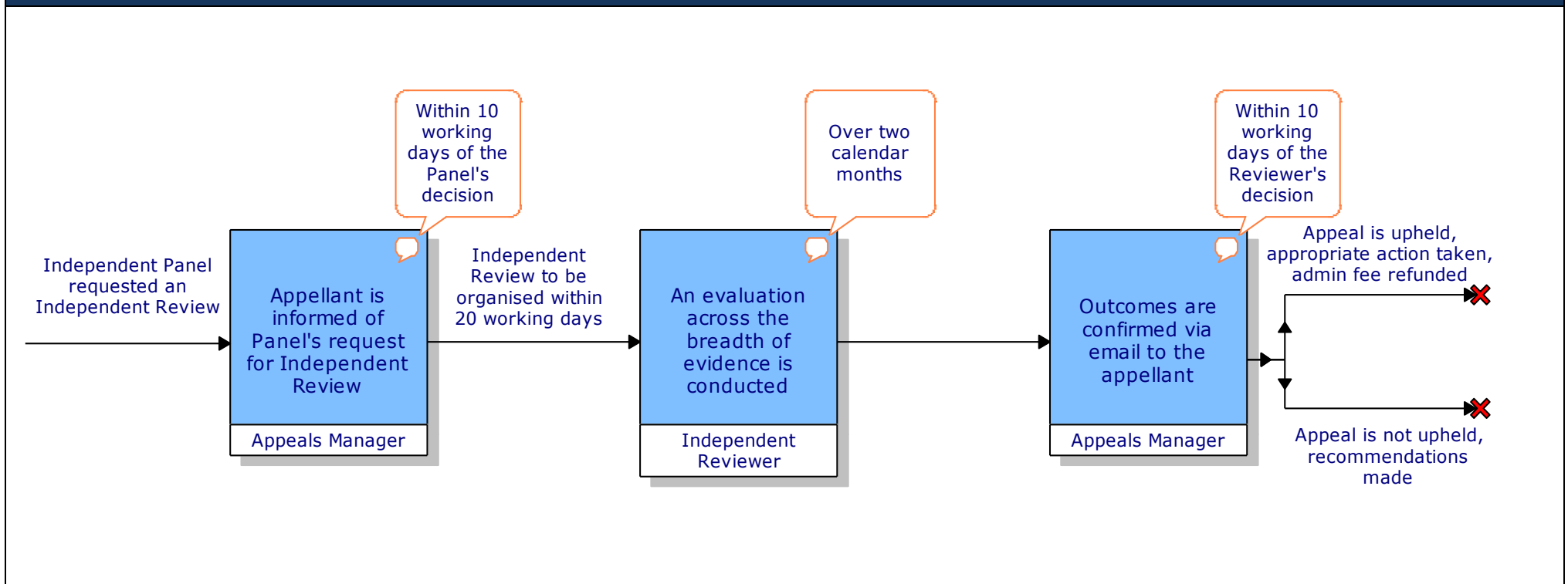
## Stage Two: The Independent Appeals panel<sup>1</sup>



<sup>1</sup> The 1st4sport Independent Appeals Panel decision is final. Only they are eligible to request an Independent Review to take place. Where the appellant remains dissatisfied upon receipt of the outcomes of the independent panel and the panel have not requested an independent review, they are advised to take the matter to the appropriate qualifications regulator.



## Stage Three: The Independent Review<sup>2</sup>



<sup>2</sup> Where the appellant remains dissatisfied upon receipt of the outcomes of the independent review, they are advised to take the matter to the appropriate qualifications regulator.

Ofqual	<a href="http://ofqual.gov.uk/">http://ofqual.gov.uk/</a>	The Welsh Government	<a href="http://wales.gov.uk/">http://wales.gov.uk/</a>
CCEA	<a href="http://www.rewardinglearning.org.uk/">http://www.rewardinglearning.org.uk/</a>	SQA Accreditation	<a href="http://www.sqa.org.uk/">http://www.sqa.org.uk/</a>

## Appendix 1: Chair of the Independent Appeals Panel

The Chair of the Independent Appeals Panel is required to validate the grounds for each appeal providing outcomes and an appropriate rationale for the decision. Where the grounds for the appeal are validated, the Chair of the Independent Appeals Panel is then required to ensure the appeal hearing is conducted in line with the terms of reference.

To ensure the Chair of the Independent Appeals Panel is occupationally competent and appropriately experienced to make objective valid decisions the following criteria are expected to be met prior to appointment. The following table also outlines the Chair's responsibilities upon confirmation of the appointment.

Recruitment criteria	Responsibilities
<p>The chair must have:</p> <ul style="list-style-type: none"> <li>• Senior management experience in an educational establishment</li> <li>• Minimum of Fifteen years experience in education and training and related quality assurance</li> <li>• External verification experience across a wide range of awarding organisations, centres, qualifications, learners</li> <li>• Assessor, internal verifier and external verifier qualifications</li> <li>• Teaching, assessing, and internal verification experience across a range of levels</li> </ul>	<p>The chair is required to</p> <ul style="list-style-type: none"> <li>• Validate all appeals providing justified outcomes</li> <li>• Identify additional individuals who should attend for the appeals hearing based upon the evidence supplied in the appeal</li> <li>• Chair all Independent Appeals Panel Hearings in accordance with the terms of reference</li> <li>• Monitor that the outcomes as agreed by the panel have been effectively implemented.</li> </ul>

## Appendix 2: The Independent Appeals Panel

<b>Purpose</b>	<p>The Independent Appeals Panel is responsible for the decision-making in relation to appeals. The critical role of the IP is to scrutinize the consistency and validity of 1st4sport’s and/or a recognised centre’s decision considering the evidence provided and related investigation outcomes and case file reported by the QMT to establish corrective if deemed appropriate.</p>
<b>Composition</b>	<p>Independent Appeals Panel members are identified based upon role and responsibility status. To ensure full objectivity a minimum of one totally independent member is this individual has not been involved in the delivery and assessment of the qualification and has never been a member of the 1st4sport Qualifications’ board or governance structure. Therefore The panel comprises:</p> <ul style="list-style-type: none"> <li>▪ Chair of the Independent Appeals Panel</li> <li>▪ 1st4sport Head of Quality Management</li> <li>▪ 1st4sport Head of Qualification Development</li> <li>▪ 1st4sport Head of Centre of Centre Support</li> <li>▪ 1st4sport Incidents and Investigations Manager</li> <li>▪ 1st4sport Quality Manager (Secretary)</li> <li>▪ Awarding Organisation Representative (independent member from another AO who has no vested interest).</li> </ul> <p>Where the chair deems it necessary for other individuals to be invited to the hearing based upon a review of the case file and the appeal evidence provided, they might include any of the following to enable any outstanding questions to be answered:</p> <ul style="list-style-type: none"> <li>▪ the complainant/appellant</li> <li>▪ a representative from the recognised centre</li> <li>▪ 1st4sport Incidents and Investigations Manager (on the basis that the IIM is responsible for the management and handling of the original case files)</li> </ul> <p>*Additional individuals based upon role or representative status may be invited to this meeting/formal hearing where deemed appropriate to assist in making the appropriate decision.</p>
<b>Frequency</b>	<p>The appeals panel is required to meet where the grounds for an appeal is validated by the Chair.</p>

<b>Reference points</b>	<p>The depth and breadth of the following reference points relate directly to the decision-making and accountability required by the Independent Appeals Panel, and include:</p> <ul style="list-style-type: none"><li>▪ an evaluation of the evidence and case file to determine of 1st4sport’s compliance to regulatory authorities requirements and implementation of established quality standards</li><li>▪ an evaluation of the recognised centre’s compliance with <i>1st4sport Recognition and Approval Conditions</i> (where this is required)</li><li>▪ an evaluation of learner conduct (where this is required)</li><li>▪ an evaluation of the action taken by 1st4sport and/or the recognised centre</li><li>▪ the establishment of inconsistencies in decisions/actions or irregularities made by 1st4sport and/or the recognised centre</li><li>▪ development of appropriate action plans to ensure corrective actions are made (where required)</li></ul>
<b>Reporting and review</b>	<p>It is the responsibility of the 1st4sport Quality Manager as the Secretary of the Independent Appeals Panel to ensure all outcomes are primarily agreed by the panel before communicating outcomes across stakeholders (learners, centre personnel, EVs, technical development and delivery qualification partners and the regulatory authorities where appropriate). Any agreed actions must be implemented and monitored by the QMT and/or the Recognised Centre and reported to the Chair of the Independent Appeals Panel upon request.</p>

## Appendix 3: The Independent Reviewer

In the event of the appeal being unresolved or if the appellant remains dissatisfied with the Independent Appeal's Panel decision, the matter will be presented to an independent reviewer, a person that has not been involved in the independent panel.

To ensure the Independent reviewer occupationally competent and appropriately experienced to make objective, valid decisions the following criteria is expected to be met prior to appointment. The following table also outlines their responsibilities upon confirmation of the appointment.

Recruitment Criteria	Responsibilities
<p>The independent reviewer is required to be:</p> <ul style="list-style-type: none"> <li>• totally independent of 1st4sport (has not been involved in the delivery and assessment of the qualification and has never been a member of the 1st4sport Qualifications' board or governance structure)</li> <li>• employed as an Allegations, Appeals or Quality Manager by another awarding organisation</li> <li>• familiar with regulatory requirements and appeals processes</li> </ul>	<p>The independent reviewer, in required to consider the full case file and related evidence. They must establish whether:</p> <ul style="list-style-type: none"> <li>▪ 1st4sport complied with the regulatory authorities' criteria</li> <li>▪ 1st4sport followed its own established appeals procedures and maintained the quality standards</li> <li>▪ the Independent Appeals Panel members were eligible</li> <li>▪ the Independent Appeals Panel used fair and appropriate procedures in arriving at judgments</li> <li>▪ the decisions made were accurate</li> <li>▪ where decisions are proposed to be inaccurate, appropriate justification must be provided and an appropriate action plan established<sup>3</sup></li> </ul>

<sup>3</sup> Any actions set by the Independent Reviewer are required to be implemented by the 1st4sport QMT and/or the recognised centre and subsequently monitored as part of the annual self assessment process.