

1st4sport Position Statement on Learner Appeals against Recognised Centre Decisions

Scope

1st4sport Qualifications endeavour to ensure a high-quality service is provided to all stakeholders. Working to achieve this aim assists in the maintenance of our established quality standards and ensures effective working relationships. Recognised centres are required by the established *1st4sport Centre Recognition Conditions* to develop and publish a learner appeals procedure. This must address the fair and considered handling of learner appeals against procedural decisions or against the outcome of assessment. In making an appeal against a recognised centre decision, a learner is reporting an allegation of non-compliance with published policy, procedure and the *1st4sport Centre Recognition and Qualification Approval Conditions*.

Reporting Procedure

In the event that a learner wishes to make an appeal against a recognised centre procedural decision or against an assessment outcome made by assessors employed by a recognised centre, they should, in the first instance, follow the centres published appeals procedure. However, if the appellant exhausts the centres appeals procedure, and remains dissatisfied with the outcome, they are eligible to report the details of their appeal to 1st4sport. Appeals made against recognised centre procedural decisions may be due to:

- inappropriate learner recruitment decisions made without the consideration of equal opportunities
- poor handling of an appeal.

Appeals related to the assessment outcome may be due to:

- poor delivery of learning outcomes association with the assessment criteria
- poor organisation of assessment
- inadequate process of assessment
- unfair treatment within assessment
- poor marking of assessment.

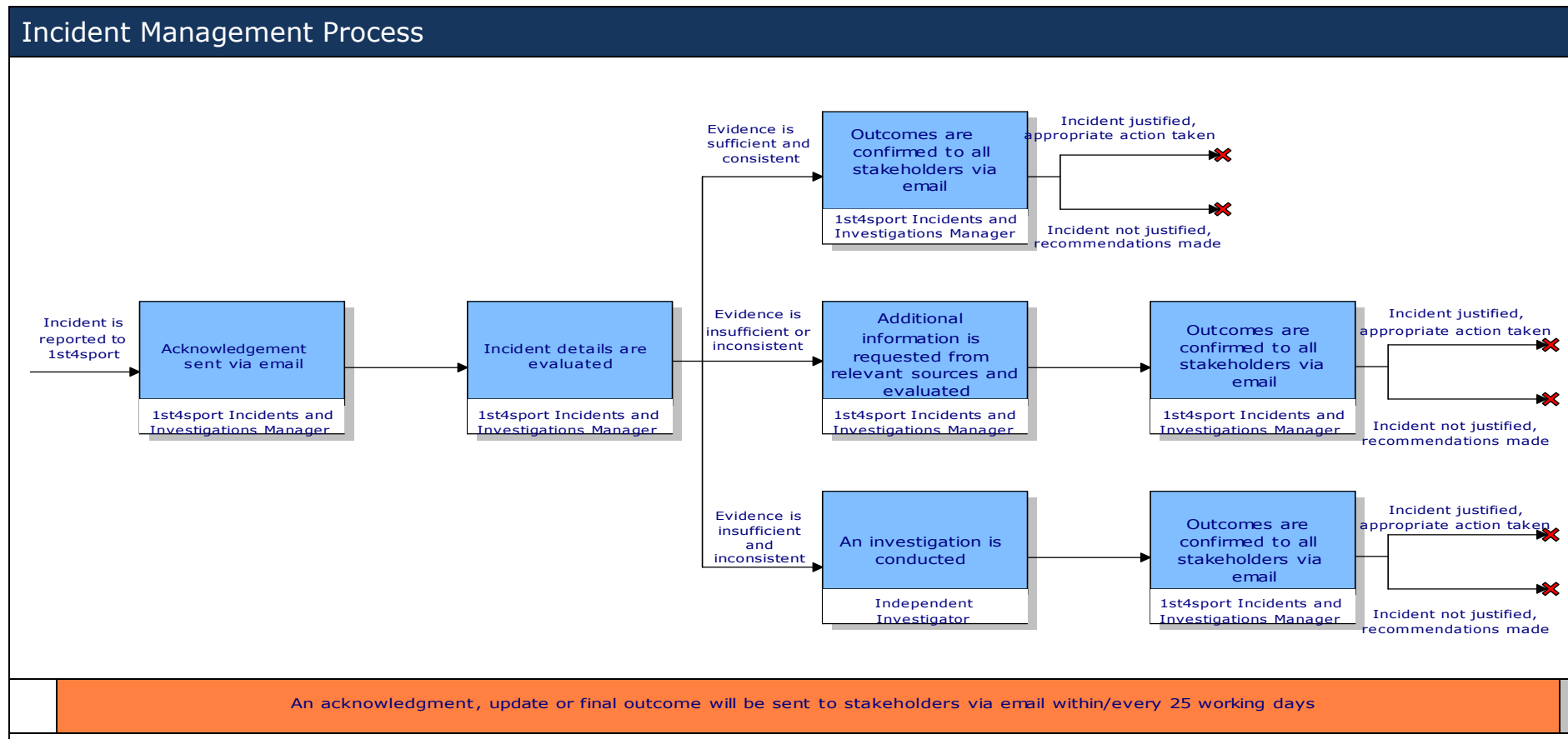
An administrative charge of £20 is required to be made to 1st4sport¹ for an appeal against recognised centre decisions and is refundable if the appeal is upheld. The appeal must be made to 1st4sport within 20 working days of the final decision being communicated by the recognised centre via completion of the *Learner Appeal against a Recognised Centre Report Form*. Where available, evidence should be provided in support of the appeal to facilitate effective evaluation of the situation.

These should be forwarded via email imanagement@1st4sportqualifications.com. In the event that only hard copies of evidence are available, ensure that you have maintained the originals for your own records and then post the copies recorded delivery to: The Incidents and Investigations Manager (IIM), 1st4sport Qualifications, Coachwise Ltd, Chelsea Close, Off Amberley Road, Armley, Leeds LS12 4HP.

¹ Cheques should be made payable to Coachwise Ltd.

Handling Arrangements

Upon receipt of a learner appeal against a recognised centre, the *1st4sport Incident Management Process* is automatically activated. As a result the appeal is logged, acknowledged² and managed as an incident which could potentially have an adverse effect. To ensure effective and objective management of all incidents which ensure all individuals involved are treated fairly and equitably, the following standardised, systematic process is deployed by experienced and occupationally competent individuals. This ensures objectivity and contributes to the generation of valid and reliable outcomes.



² The acknowledgement activities ensure that all relevant stakeholders are notified of the situation.

Evidence Evaluation

Each incident is different and therefore treated on a case by case basis when sourcing evidence. Upon receipt, the evidence is subject to thorough evaluation. In the event that the evidence is clarified as sufficient and consistent, conclusions and recommendations can be made. Where evidence is insufficient or inconsistent evidence is sourced from a number of mechanisms (including but not limited to information from stakeholders, systems, and relevant organisations and their staffs). Where evidence is confirmed as both insufficient and inconsistent an external investigation is conducted using an experienced external verifier.

Conclusions and Corrective Action

Evidence is continuously sourced and evaluated until it is deemed consistent and sufficient, which then enables the incident to be concluded. In doing so we determine whether the incident is justified and enables us to expose any instances of malpractice or maladministration³.

Where any malpractice or maladministration is confirmed in any aspect of the development, delivery or awarding of our qualifications we promptly we take all reasonable steps to prevent, mitigate or manage any adverse effects, taking action against those responsible which is proportionate to the gravity and scope of the occurrence. Alternatively we may seek the cooperation of third parties in taking such action.

Conclusions and corrective actions are communicated across relevant stakeholders⁴ and organisation learning activities are undertaken to prevent reoccurrence and to facilitate the continuous development of our awarding function.

³ Any reported incident may infer alleged malpractice in the first instance and then may be proven or not proven as a result of our incident management process.

⁴ Where we have any cause to believe that an occurrence of malpractice, maladministration, or any connected occurrence may affect a centre in the delivery of a qualification we inform that centre immediately. Furthermore, where such an occurrence may affect another awarding organisation, notifications are sent to both the awarding organisation and the regulators.