



**MAKING A DIFFERENCE
THROUGH FOOTBALL**

Candidate Appeals Procedure

Version #1 October 2011

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 Kevin Staples to ensure that this procedure is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QC) 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 Staffordshire Football Association 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 Staffordshire Football Association 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 Staffordshire Football Association Appeals Officer within 14 working days of the Stage 1 process, using the Staffordshire Football Association 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:

Kevin Staples
Staffordshire Football Association, Dyson Court, Beaconside, Stafford, ST18 0LQ

Registered Office:

Dyson Court
Staffordshire Technology Park
Beaconside
ST18 0LQ

Staffordshire Football Association Limited.

T: +44 (0) 1785 256994

F: +44 (0) 1785 279 837

Registration. 3799658

www.staffordshirefa.com





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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. Staffordshire Football Association 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

Registered Office:

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To be completed by the assessor

Date of meeting:	
Assessor Response:	

Signed:			
Assessor:		Date:	
Candidate:		Date:	

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Details of Original Assessment Decision

Please attach an additional sheet, if necessary.

Signature of candidate:

Date:

Please return this form to: Kevin Staples, Staffordshire Football Association, Dyson Court, Staffordshire Technology Park, Beaconside, Staffordshire Technology Park, Beaconside, Stafford, ST18 0LQ.

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To be completed by the Appeals Officer



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Date of appeals meeting:	
Meeting attendees:	
Details of the meeting:	
Outcome of the Meeting	
Uphold the original assessment decision	
Offer the candidate an opportunity for a resit/reassessment free of charge	
Overturn the original decision	

Signed			
Appeals Officer:		Date:	
Candidate:			

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