

Assessment Appeals Procedure



May 2020

Review Date: May 2023

Assessment Appeals Procedure

Introduction

in at the deep end Ltd. is committed to giving the best possible service in all areas of the work, but we accept that, from time to time, something may go wrong or you may be unhappy with the service and / or assessment you have received. When this happens we'd like to know in order that we can try to put things right. This document outlines the policies and procedures that we adhere to in the event of an appeal relating to a course or qualification. Should you wish to complain about any other aspect of our service please refer to our 'Complaints Procedure'.

in at the deep end Ltd as a company includes the Training Wave brand. Therefore, throughout all of our policies where we refer to in at the deep end it also applies to any bookings or courses undertaken within the Training Wave brand.

Contact Details

The primary contact for complaints with in at the deep end is:

Mark Mc Nichol

Managing Director

T: 0800 840 3084

M: 077403-68537

E: admin@inatthedepend.com

PO Box 193

South Shields

Tyne and Wear

NE33 9DS

Appeals Procedure

The following sets out the appeals procedure for in at the deep end Ltd. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to Mark Mc Nichol, Company Managing Director via one of the methods listed above.

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that in at the deep end has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly;
- If the learner is not satisfied with the conduct of the assessment and believed it

- disadvantaged them; and
- If the learner feels that the premises / environment for assessment has disadvantaged them.

Appeals must be lodged within 10 working days of the date of assessment. Should a learner then wish to appeal against a decision made after a complaint has been investigated then they should refer to our Complaints Procedure.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals will be investigated and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 15 working days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. Their contact details are available below.

Should you address your appeal to the Awarding Organisation and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of in at the deep end or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

Awarding Organisations

Highfield Qualifications

Web: www.highfieldqualifications.com

Tel: 0845 226 0350

NUCO Training

Web: www.nucotraining.com

Tel: 03456 444 999

Safety Training Awards

Web: www.sta.co.uk

Tel: 01922 645 097

RLSS / IQL UK

Web: www.rlss.org.uk

Tel: 0300 3230 096

Monitoring and Review

We will monitor all of the feedback that we receive in relation to the issues affected by the Policy and will amend the policy as necessary.

The Policy will be updated with any amendments to existing legislation or new legislation.

In any event, all policies are reviewed annually although updates to versions etc. will only take place every three years should there be no other changes to the policy.

Document Owner and Approval

The Data Protection Officer (DPO) is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

A current version of this document is available to all members of staff on BaseCamp.

This policy was approved by the Company Directors and is issued on a version controlled basis under the signature of Managing Director.

Date	Version	Author/Contributor	Amendment Details
December 2016	1.20	Mark Mc Nichol	Implementation
December 2017	1.30	Mark Mc Nichol	STA changed to Safety Training Awards
May 2018	1.40	Mark Mc Nichol	Addition of Training Wave branding
May 2020	1.50	Mark Mc Nichol	Removal of Qualsafe Addition of NUCO.