



T2 Fitness Appeals Procedure

The purpose of an appeals procedure is to ensure that every learner who may be unhappy with the outcome of an assessment decision has the right to appeal against the decision that has been made. The intention is to ensure fairness across the board and allow the students to feel they have been given adequate opportunity to be successful on the course.

Stage 1

If a learner feels that an assessment decision is unfair in any way, be it an assessors decision or assessment in unfair environment, or any other circumstances the appeal should be addressed to the centre's Internal Verifier who will attempt to resolve the problem internally. If the learner is still unsatisfied then stage 2 of the appeals procedure should be followed

Stage 2

An appeal may be made to the directors of T2 Fitness outlining the complaint in full and the steps already taken to resolve the issue.

Following discussions with the directors, if the student is still not satisfied with the outcome or explanation they should progress to stage 3.

Stage 3

A formal appeal must be submitted in writing to either Focus Awards or YMCA Awards. The candidate must complete the Candidate Appeals Application Form giving the following details:

- name and contact details (address and telephone numbers)
- date appeal first reported to centre
- grounds for appeal
- factual details including dates, what was assessed and what action has been taken so far
- desired outcome

The form should be sent, together with all the written documentation from the assessment. Video evidence will significantly strengthen the appeal if available.

Within 5 working days of receipt of the written appeal, the Lead Verifier must acknowledge receipt of the appeal by either:

- producing a written solution to the candidate, or
- producing a holding reply and a final reply within an additional 5 working days

In the event that the candidate is unhappy with the response from the Lead Verifier, the appeal will be passed on to stage 4 of the procedure.

Stage 4

All the written documentation regarding the appeal will be sent to the Director of the Awarding Body and must be sent within 5 working days from the Lead Verifiers decision.

The Director must acknowledge receipt of the documents within 5 working days by offering a formal hearing conducted by the appeals panel which is made up of;

- Director of Awarding Body
- Lead Verifier of Awarding Body



- An independent member

The independent member must:

- Be totally independent of the Awarding Body
- Have not been in the past 7 years, a member of Awarding Bodies' board or committee or an employee or examiner of Awarding Body

The learner will receive a written outcome within 10 working days of the hearing. In the event that the learner is unhappy with the response from the Panel, the appeal will be passed on to stage 5 of the procedure.

Stage 5

All the evidence and the written appeal will be referred to an Independent Reviewer within 5 working days of receipt of the Panel's decision.

The Independent Reviewer must acknowledge receipt of the appeal by responding within 5 working days. Their decision will be final.

The Independent Reviewer must meet the following criteria:

- They are totally independent of Awarding Body and have no links with it
- They have not been, at any time in the past 7 years, a member of Awarding Body board or committees or an employee of or examiner for Awarding Body
- Be a different individual from the independent reviewer from Stage 4

Fees

A nominal fee of £50 will be charged for handling appeals which progress beyond stage 1 of the procedure; but will be waived if the appeal is upheld.

In the case of group appeals, the fee per candidate will be reduced, depending on the number of candidates; and if the appeal is upheld, the fee waived. Where such appeals are partially upheld, the fee will be proportionately waived.



T2 Fitness Policies and Procedures

Title: Appeals Policy and Procedure
Date: November 2020
Review Date: November 2022

Appeals Policy and Procedure

The Circumstances Under Which an Appeal is Possible

That there were irregularities in the conduct of the assessment than those in which the assessment was portrayed. For example inaccurate marking, alleged discrimination or unfairness.

That there were circumstances affecting the candidate, which the staff responsible for the assessment were unaware of, and which may reasonably be considered to have affected the candidate's performance in the assessment.

The Appeals Procedure

1. Internal and External Appeals

Whenever possible the dispute should be resolved within the course team without recourse to the formal appeals procedure. Candidates also have the opportunity to appeal externally to the Awarding Body, by following the procedures stated in their course handbook or the Awarding Body Guidance.

2. If the dispute cannot be resolved informally, the candidate may appeal in writing to the Curriculum Manager. This will be within five working days of the failure to resolve the dispute informally.
3. The appeals procedure can only be invoked by the individual whose work is the subject of the disputed decision, i.e. it cannot be invoked by a third party.
4. The Curriculum Manager shall then constitute an appeals panel within ten working days of receiving the appeal.
5. The candidate will be informed at least five working days before the appeal panel of the composition, date, time, and location of the panel and their right to be accompanied by a friend, relative, or member of staff.



6. The appeals panel will be composed of:
 - The candidate's Curriculum Manager.
 - The Internal Verifier.
 - One other appropriate member of staff qualified to provide an objective judgement.
7. The appeals panel will receive evidence from the candidate and staff member(s) involved, and from other sources, which it considers relevant to the disputed decision.
8. The panel will consider the appeal in private and will inform the candidate and staff member(s) in writing of the decision of the panel. If the panel cannot reach a decision and require further information all parties will be informed of this within three working days.
9. The outcome of the appeal may be as follows:
 - The panel may confirm the original assessment decision.
 - Where the grounds on which the appeal was sought are upheld, that is where irregularities in the conduct of the assessment are found, or where there were circumstances affecting the candidate's performance, the panel may declare the assessment invalid and either:
 - Permit re-assessment of the piece of work in its original or an amended form.
10. The panel may make conditions with which the assessor and /or candidate must comply in the future.
11. A record of the appeals proceedings and outcome must be kept. This will be dispensed to the appropriate Curriculum Manager.
12. The centre will inform the Awarding Board of the outcome of the appeal if it has implications on the centre's results.
13. If your complaint is not resolved by the Centre Complaints procedures, you have the right, in the case of academic disputes, to appeal to the appropriate awarding body.