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**F.I.T Ltd**

**Centre Appeals procedure**

**F.I.T Ltd**;The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner following completion of an Active IQ qualification at and provides learners with a formal route to appeal against a decision.

**F.I.T Ltd;** learners will be assessed against Active IQ published criteria and by assessors who must hold or be working towards any of the following:

• Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or

• Level 3 Award in Assessing Vocationally Related Achievement (QCF) or

• Level 3 Award in Assessing Competence in the Work Environment (QCF) or

• Level 3 Certificate in Assessing Vocational Achievement (QCF), or

• A1 (previously D32, D33)

In addition, **F.I.T Ltd** will ensure that assessors:

• Possess a discipline specific qualification equivalent to the qualification being taught

• Have relevant industry experience

• Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new **F.I.T Ltd** assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

**Areas for Appeal**

Learners can appeal against an assessment decision relating to:

* The mark for an individual item of coursework e.g. worksheets and case studies
* The final result of any element of assessment e.g. planning, teaching and/or evaluation
* The external assessment (theory paper)
* The final overall internal/external assessment decision for a qualification

**Grounds for Appeal**

An appeal may be made if:

* The assessment was not conducted in accordance with the **F.I.T Ltd** regulations
* Medical or other extenuating circumstances arose during the assessment process which affected the learner’s performance
* There was inappropriate or irregular behaviour on the part of the assessor

**Appeals Procedure**

**Stage 1**

* The learner should firstly discuss the reason for the appeal with the Assessor…

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* If this does not resolve the appeal the learner should complete the [Learner Appeal Form](https://trainfitness.uk/Portals/40/TermForms/Learner-Appeal-Form.pdf) and submit to the Internal Quality Assurer…

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… within 5 days from the date of the assessment – include any supporting evidence (see additional notes below)

* The Internal Quality Assurer will investigate the appeal and respond in writing within 14 working days

**Stage 2**

* If the learner feels that the outcome is unsatisfactory, they should complete the relevant section of the Learner Appeal Form and re-submit to the Internal Quality Assurer
* **F.I.T Ltd** will then notify the Awarding Organisations External Quality Assurer.
* If the Awarding Organisation External Quality Assurer was not present or is unable to resolve the appeal issue, the learner will be directed to the third stage of the appeals process

**Stage 3**

* The learner should complete a written appeal directly to the Awarding Organisations Lead External Quality Assurer, who will investigate the matter thoroughly and respond in writing within 21 working days…
* If the learner feels that the Awarding Organisations Lead External Quality Assurer has been unable to bring the matter to a satisfactory conclusion, the appeal may be referred directly to the Awarding Organisations Director of Awarding

**Stage 4**

The learner may be offered a formal appeal hearing. This will be conducted within 6 weeks and will be conducted by the appeals panel

Provision of an appeals hearing will incur a nominal fee. The fee will be refunded if the appeal is upheld

**Additional Notes**

* It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals in practical teaching based solely on the learner’s disagreement with the assessor’s decision will only be considered when accompanied by a video recording
* The learner has the right to video any aspect of their assessment using their own video recording equipment provided it does not interfere with the assessment process, other learners or the assessor’s ability to carry out their role(s)
* It is the responsibility of the learner to arrange a video operator
* It is the responsibility of the learner to notify the centre where their assessment is taking place of any medical problem which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date
* Theory papers that are externally assessed by an Awarding Organisation are marked electronically and sampled regularly
* Appeals against referrals in the external theory result can result in the following action:
1. Investigation into the centre’s invigilation procedures/delivery
2. Hand marking of the theory papers
3. Investigation into the content of the theory paper by Awarding Organisation Senior Qualifications Manager

Throughout the assessment process **F.I.T Ltd** will comply fully with Active IQ’s policy on reasonable adjustments and special considerations that can be found:

<http://www.activeiq.co.uk/centres/guidance-for-centres>

Thank you for your contribution and commitment to making our policy work.