



Volleyball England Learner Appeals Procedure Version 4 Updated April 2017

Learners 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.

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 learner is recommended to put the appeal in writing using the Volleyball England Learner Appeals Form 1 provided.

The assessor should explain the 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 Volleyball England Project Delivery Team Lead to retain with the centre's assessment and appeals records.

Learner Appeals Form 1 (stage 1)

Learners are required to complete this form when making an appeal against the outcomes of an assessment decision and forward to the assessor.

Learner's name			
Date of assessment			
Name of assessor (against whose decision the appeal is being made)			
Nature of the Appeal			
Details of Original Assessment Decision			
Learner's signature		Date	

To be completed by the assessor

Date of contact with complainant			
Assessor Response			
Assessor's signature		Date	
Learner's signature		Date	

Stage 2

If learners remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then an appeal in writing should be made to the Volleyball England Project Delivery Team Lead within 14 working days of the Stage 1 process, using the Volleyball England Learner Appeals Form 2.

The Project Delivery Team Lead will write to the learner to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken.

The Project Delivery Team Lead will conduct an appropriate review of the evidence and will write to the learner within 20 working days with the findings and a decision as to whether the appeal was justified.

Learners 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 (i.e. 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 (i.e. learner evidence, record of feedback from the assessor involved).

All Stage 2 appeals should be sent to:

Project Delivery Team Lead
coaching@volleyballengland.org

One of the following decisions will be communicated to the learner by the Project Delivery Team Lead in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision

- offer the learner an opportunity for a re-sit/reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Learner Appeal Form 2. The decision will also be communicated to the original assessor and also to any other individual who supported the investigation.

The Project Delivery Team Lead will also ensure that in the event of identification of any malpractice or maladministration, this is reported with recommendations for action to the awarding organisation. The awarding organisation will review the information and will report all outcomes to all relevant stakeholders.

Copies of records of appeals are retained with the assessment and appeals records. Volleyball England will retain records of appeals for a minimum period of five years.

Learner Appeal Form 2 (stage 2)

Learners are required to complete this form and forward it to the Project Delivery Team Lead to make a formal appeal, if they are still dissatisfied after having appealed to their assessor.

Learner's name	
Learner registration number	
Address	
Email address	
Contact number	
Date of assessment	
Date appeal submitted	
Name of assessor (against whose decision the appeal is being made)	

Describe the reasons for your appeal as fully as possible. Please include **copies** of any associated documents (e.g. learner evidence, record of feedback from the assessor involved). Learners should keep a copy of this form.

Type of assessment and nature of the appeal

A large empty rectangular box with a black border, intended for a photograph or drawing.

Please attach an additional sheet, if necessary

Details of Original Assessment Decision

Please attach an additional sheet, if necessary in addition to any supporting evidence

Learner signature

Date

Please return this form to:

Project Delivery Team Lead via coaching@volleyballengland.org

To be completed by the Project Delivery Team Lead

Date of Appeal Investigation/Review	
Investigation /Review participants	
Investigation/review details	

Outcome (Tick one only)			
Uphold the original assessment decision			
Offer the learner an opportunity for a re-sit/reassessment free of charge			
Overturn the original decision			
Assessor's signature		Date	
Learner's signature		Date	

Stage 3 for 1st4sport Qualifications Only

If learners 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 organisation (1st4sport Qualifications) within 20 working days of the decision being communicated to them by the recognised centre.

The 1st4sport procedure for Learner Appeals against Recognised Centre Decisions can be accessed online via www.1st4sportqualifications.com

On the home page, learners should click on 'Learner information' and 'Customer Service'.

All Stage 3 appeals should be sent to:	
Address:	FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email:	IManagement@1st4sportqualifications.com

Stage 4 for 1st4sport Qualifications Only

If learners have followed Stage 1, 2 and 3 of this appeals procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

Ofqual	http://ofqual.gov.uk/	The Welsh Government	http://wales.gov.uk/
CCEA	http://www.rewardinglearning.org.uk/	SQA Accreditation	http://www.sqa.org.uk/