

## Focus Fitness – Training & Education Learner Appeals Policy

### What are the key policy principles?

To provide an avenue for all appeals to be addressed in a fair, efficient and confidential manner

### Focus Fitness UK - People Responsibilities

Learners

You are responsible for:

- Ensuring that you are fully aware of the appeals policy when you are considering appealing to a decision made on any aspect of your learner journey

Tutors/Assessors

- Ensure you fully understand the full details of the appeal procedure and cover this in IAG

Quality Manager & IQA

- Responsible for audit compliance and schedule
- To conduct an appeal procedure

### What is the process?

#### Policy statement:

The appeals process is not a method of circumventing or setting aside the professional judgment of Focus Fitness UK Tutors/Assessors on the performance of learners; it is a way of ensuring that as far as possible all relevant circumstances affecting a learner's performance are brought to light and taken into account before a final decision is taken. Consequently, if an appeal is successful, the decision reached will normally be in accordance with the regulations set out by the awarding organisation.

#### Procedures:

Policy title:	Learner Appeal policy
Version:	Three
Sponsor:	Dana Gunpath – Director
Owner:	Mac Cleves – Quality Manager
Date:	8 <sup>th</sup> May 2018
Next review:	7 <sup>th</sup> May 2019

- Ensuring at the beginning of the programme’s our learner(s) are commencing they are informed of the appeals procedure as well as this at the beginning of every assessment they will be undertaking by Focus Fitness UK Tutors/Assessors
- Where an appeal has been put forward we will not discriminate in anyway and conduct the appeal as per the Focus Fitness and the awarding body requirements.

## Formal appeal process

### Stage 1

If a learner disagrees with an assessment decision made by the Tutor/Assessor, then they will be able to appeal (in writing) to the recognised Focus Fitness UK Quality Manager

When submitting a request, the individual must ensure the following information (depending on the nature of the enquiry and learning programme) is provided:

- Name of Approved Centre
- Learner name
- Title of Programme, qualification or unit(s) and date of assessment
- Date evidence submitted for internal and/or external verification
- Nature of the enquiry/complaint/appeal
- Upon receipt of all original copies of evidence relating to the enquiry the Focus Fitness Quality Manager and or Internal Quality Insurance Manager will review all the evidence and send the findings to the complainant.
- The QM will collate all the information and submit it to the relevant awarding body quality assurance department.

The learner has the right to bypass the training provider and go directly to the awarding body to appeal the assessment decision they have been given.

## Independent review appeals process

### Stage 2

If the learner decides they disagree with the formal appeals stage, then they can request an independent appeals process and a review will then be carried out.

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The independent reviewer needs to ensure the following criteria:

They will not be an employee of the awarding body in question not be working as an assessor for the awarding body or be otherwise connected to the awarding body.

- They must have the relevant competence to make a decision in relation to the appeal and will not have a personal interest in the decision being appealed.

The independent review process may involve:

- A discussion with the learner and awarding body relevant staff member
- A request for further information from the learner or the awarding body relevant staff member
- A centre visit by authorised by the awarding body relevant staff member

The Independent reviewer's decision is final in relation to how the awarding body will consider such appeals and the learner and centre will be informed of the outcome which will apply to the awarding time frame.

- Once the final decision has been made the Focus Fitness Quality Manager will then conduct its own internal investigation to identify the cause of the appeal.
- Based on all of the findings, this information may be used to identify further training/development and support to the tutor, assessor or IQA where required.

If the learner is still unhappy with the outcome at this stage they are entitled to raise the matter with the relevant qualification regulator.

### Stage 3

The learner may contact Ofqual requesting an appeal be heard. Regulators, as a rule, will always want confirmation that all other internal and external procedures have formally been exhausted prior to their involvement, and will seek evidence to confirm this is the case.

We are committed to reviewing our policy and good practice annually.

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