

Focus Fitness UK - 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 appeals procedure

Education & Lead IQA Manager

- 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 considered 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:

We will ensure that, at the beginning of the programmes our learners are commencing, they are informed of the appeals procedure as well as 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 UK and the awarding body requirements.

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Sponsor:	Matt Brown – Employability and Quality Manager
Owner:	Ian Murray – Education and Lead IQA Manager
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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 – Education and Lead IQA Manager.

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

- 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 UK Education and Lead IQA Manager will review all the evidence and send the findings to the complainant.

The Education Manager will collate all the information and review the nature of the enquiry and feedback to the learner and if the learner is not happy with the result, then this shall be escalated 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 independent appeals process and a review will then be carried out.

The independent reviewer needs to ensure the following criteria:

- They will not be an employee of the awarding body in question or 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 authorised by the awarding body relevant staff member
- Once the final decision has been made, the Focus Fitness UK Education and Lead IQA Manager will then conduct its own internal investigation to identify the cause of the appeal.

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Based on all the findings, this information may be used to identify further training/development and support to the tutor, assessor or IQA where required.

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.

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.

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