

Version Control

Version: 6.0

Summary of Updates: British English compliance, QA improvements, designated person relocated to approval section, updated review dates.

Approval

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Appeals Policy

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Version Control

Title		Version
Appeals Policy		3.0
Approval Body	Date	Review Date
Corporation	17/05/2024	17/05/2025
Policy Owner	Neville Algar	

Approval

Name	Neville Algar
Signature	<i>N.Algar</i>
Position	Head of Education

Policy Statement

Ignite Sport UK endeavours to ensure a fair and unbiased service is provided to learners. Therefore, those who are impacted by potentially inaccurate outcomes from procedural decisions, or who perceive that any decision-making process was not handled in line with established procedures, have a right to make an appeal. This policy is relevant to all processes, products and assessments that we provide.

Scope

This Policy applies to all learners and courses delivered by Ignite Training, All learners must be informed of the policy at the start of the course. This policy should also be ready by all Ignite Training Employees.

Roles and Responsibilities

Learners are responsible for:

- Fully engaging with Ignite Trainings course and assessment requirements; and
- Informing us in good time of any additional learning support required; and
- Logging appeals in the specified timeframes via the appeals procedures outlined below.

Employees are responsible for:

- Passing on appeals to the Appeals Officer within two working days.
- Assisting the Appeals Officer where required.

Appeals Officers are responsible for:

- Conducting informal discussions with learners to seek a speedy resolution where appropriate.
- If informal resolution is not achieved, conducting a review of the assessment and course or module for which the results are being appealed.
- Conducting or organising, where required re-assessment, re-submission or second marking.
- Liaising with the awarding organisation where required.
- Providing feedback in writing to the learner as to the outcome of the review and outlining the next steps they may take.
- Providing feedback to the assessor and/or trainer and/or supporting staff where necessary

Position	Name	Email	Telephone
Appeals Officer	Neville Algar	N.Algar@ignitesportuk.com	

Policy

Reasonable Adjustments

Learners identified as having particular assessment requirements will be supported during the assessment, where the awarding organisation has agreed on the necessary reasonable adjustments.

Such adjustments will be solely to support the individuals to show how they meet the required standards and Ignite Training will ensure that adapted assessments are conducted with the rigour as those of mainstream learners.

All such adaptations and reasonable adjustments must be communicated to Ignite Training in good time so that we can agree on the adapted assessment with the awarding organisation and arrange for the necessary resources.

Reasonable adjustments will be considered in line with the reasonable adjustment policy.

Basis of Appeals

Learners have the right to appeal against any assessment, and Ignite Training understands that the basis of an appeal may be varied and that learners may appeal for a variety of reasons.

In general, Ignite Training acknowledges that the following may form a basis for an appeal, however, this list is not exhaustive:

- The assessment criteria were not made clear.
- The course did not provide the opportunity to meet the assessment criteria.
- The assessment did not provide the opportunity to meet the assessment criteria.
- The assessment was improperly managed/undertaken.
- The marking was not in line with the assessment criteria.

Learners may not appeal against:

- Assessment criteria or course material provided by the awarding organisation.
- The assessment result where the learner did not get the additional support needed, but failed to inform us/apprenticeship provider of the required support in good time.
- The assessment result where the learner has failed to meet the minimum standards of the course – e.g., poor attendance, not submitting coursework on time or not

completing mandatory activities

In the event that a learner believes they have grounds for an appeal, they should follow the appropriate reporting process outlined within this policy in the first instance. The grounds on which to base an appeal must include one or both of the following. The appellant must have either:

- Information and/or evidence to contravene and potentially change the original procedural decision or
- Information and/or evidence to demonstrate that the original decision-making process was not handled in line with the established procedure.

Where an appellant believes they have appropriate grounds for an appeal, the reporting procedure must be completed, and the appeal made within 20 working days of receipt of the original decision.

Investigating Appeals

Where a learner has appealed an assessment, the Appeals Officer should ensure that Ignite Training has satisfied the following criteria of fair assessment:

- The course material and recommended additional learning were complete and allowed the learner to gain the desired knowledge/skills; and
- The teaching delivery staff were competent in the course/module delivery; and
- Assessments were conducted in line with Ignite Training's and awarding organisation's standards; and
- Assessments were marked consistently and fairly using the awarding organisation's criteria and standards; and
- The assessment format and method allowed the learner to meet the assessment criteria; and
- The assessment materials and/or guidance was consistent, presented in an appropriate format that was clear, unambiguous and considered non-discriminatory; and
- The assessment would give equal opportunity for all learners and will only differentiate based on knowledge, skills and understanding; and
- Where appropriate, the learner had the agreed reasonable adjustments granted; and
- The assessment was free from malpractice and maladministration.

Possible Appeal Outcomes

Whilst the appeal outcome depends entirely on the situation, the following list is examples of possible appeal outcomes:

- The appeal is denied and the result is valid; or
- The appeal finds that the learner will have the opportunity to be re-assessed; or
- The appeal finds that the result should be adjusted but should be decreased; or
- The appeal is upheld and the result will be adjusted.

Recording and Monitoring

The Centre Manager keeps a book in which appeals are recorded. S/he will ensure that detailed and accurate records of any appeals are kept in a safe and secure place. The nature and content of appeals at all stages will be monitored so that appeals can be reviewed and recommendations are made to the Directors in order to resolve consistent difficulties.

Policy Review

Ignite Sport UK have in place a standardised and systematic monitoring process to ensure the relevance of this policy addendum. In addition, any data which is collected with relates to the implementation of this policy will be used to inform the ongoing management of our organisation and delivery of the products.

This policy will be reviewed annually unless there is a change in legislation changes or supporting data identifies that a review is required before this date.

Procedure

Stage 1: Submitting an Appeal

Learners must contact Ignite Training within 28 days of the results being issued / assessment taking place , by email or letter, stating the following information:

- Their name, learner identification number, address, and telephone number.
- The grounds/basis on which they are appealing.
- The course or learning module the appeal relates to.
- The date the assessment took place.
- The date the results were issued / assessment was conducted.

Appeals should be addressed to either your assessor/ tutor directly or the Appeals Officer, named above.

On immediate notification that a learner has appealed a result, a record of the appeal must be made. A case file will be opened and all relevant evidence and information about the appeal must be maintained within the file, ensuring all information is indexed and recorded.

The receiving appeal officer will conduct a cursory review, and where the appeal officer agrees with the assessment result, will contact the appellant to resolve the dispute and agree on the assessment result.

Where the appeal officer, after a cursory review, considers there may be grounds for appeal, the appeal will be escalated to the formal stage. In such circumstances, the appeal officer will contact the learner within 10 working days to inform them of the escalation.

If the dispute cannot be resolved informally, the learner should submit a formal appeal.

Stage 2: Informal Resolution

An appropriate staff member will discuss the appeal with the learner and attempt to find a solution that suits both parties. Learners should allow sufficient time to investigate or rectify the grievance. The person who is in receipt of the informal appeal is required to:

- Log the appeal
- Log all activities undertaken in order to rectify the situation
- Log the date all outcomes were confirmed verbally to the learner (within 25 working days of receipt of the appeal).

This information will be reported to the Ignite Sport UK Appeals Officer to ensure appropriate action is taken and records are maintained.

Stage 3: Formal Appeal

Where the appeal cannot be resolved informally to the satisfaction of the learner, or if learners feel that they cannot make an informal appeal to the person who made the procedural or assessment decision, the appeal should be submitted in via email to the Appeals Officer to provide a detailed account of their grievance.

The Appeals Officer will acknowledge receipt of each appeal within 10 working days, outlining the course of action to be taken. The Appeals Officer will effectively handle the appeal by means which will be relevant to the nature of the appeal. Appeal handling activities may include the collection of:

- Documentation which supported the original decision
- Communications related to the appeal
- Review of feedback and/or decisions
- Review of the documentation supporting the decision
- Remark of assessment
- Review/conduct of internal verification
- Review/conduct of moderation
- Reassessment (where required)
- Consultation with the Awarding body (where applicable)

A review of the information collected will be completed and outcomes determined once evidence is validated.

Updates or outcomes will be communicated to all relevant stakeholders within or every 25 working days.

The decision of the appeals lead is final and the appeal file will be closed by Ignite Training.

The Appeals Officer will maintain all records to ensure an effective audit of all decisions made. All appeal information is to be kept confidential and retained for a minimum of 7 years.

Stage 4: Escalation

Where the learner exhausts appeals procedure, and remains dissatisfied with the outcome, they are eligible to report the details of their appeal to the relevant authority or awarding organisation in accordance with their procedures. In making an appeal it is important to provide:

- A full description of your appeal, including the subject matter, dates, times and any reference numbers, if known
- Names of any people involved in the matter
- Names of any people you have dealt with
- Copies of any documents or letters connected with the appeal.

Evidence should be provided to support the appeals process and to facilitate effective evaluation of the situation.

Any appeal associated with safeguarding, equality in the delivery of products, the processing of personal data or compliance legislation, the integrity of our products, assessment or any matter that may give rise to a potential adverse effect as defined by regulators should be brought directly to the attention of the relevant authority or awarding organisation. As the training organisation we also take responsibility for reporting these matters.

Associated Policies

- Assessment and Blended Learning Policy
- Complaints Policy
- Conflict of Interest Policy
- Data Protection (GDPR) Policy
- End Point Assessment Policy
- Examinations Policy
- Functional Skills Policy
- Malpractice / Maladministration Policy
- Reasonable Adjustments Policy
- Special Considerations Policy
- Teaching and Learning Policy