



# Procedure for an Appeal against the Assessment Decision

## Introduction

Should a candidate disagree with the assessment made by the Course Tutor (assessor) or the Internal Verifier or written examination results they have the right to appeal against the decision. This procedure details the process that should be followed for an appeal against

1. The practical assessment/log book
2. Written examination

## Appeal against practical assessment/log book decision

This procedure has 3 stages and should be followed in all cases to ensure any appeal is completed with the minimum of delay.

### Stage 1

1. This stage is informal
2. Where a candidate is not satisfied with the assessment decision an appeal must be put in writing to the Centre Key Contact within 10 days of receiving the assessment decision
3. The Tutor/Assessor will re-examine the work and come to a decision.
4. The Tutor/Assessor will respond to the candidate in writing giving clear reasons for the assessment decision within 10 days of receiving the appeal
5. A copy of the report will be sent to the Internal Verifier and Centre Key Contact

### Stage 2

1. This stage is informal
2. Where the candidate disagrees with the appeal decision made by the Tutor/Assessor the Internal Verifier will re-examine the work and come to a decision
3. This appeal must be put in writing to the Centre Key Contact within 10 days of review by the Tutor/Assessor
4. The Internal Verifier will respond to the candidate in writing giving clear reasons for the assessment decision within 10 day.
5. A copy of the report will be sent to the Centre Key Contact.

### Stage 3

1. This is a formal stage where an Appeals Panel is convened
2. Where the candidate disagrees with the appeal decision made by the Internal Verifier an appeal must be put in writing to the Centre Key Contact within 10 days of review by the Internal Verifier
3. The Appeals Panel will consist of 3 people – the Head of the Centre/Senior Manager, 1 Internal Verifier and 1 person with suitable experience deemed competent who have not previously been involved with the course.



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4. Copies of the candidate's course work and reports from Course Tutor/Assessor and Internal Verifiers reviews are to be given to each member of the panel.
5. The Panel should meet to consider its findings and come to a decision. A majority decision is acceptable
6. The decision of the Appeals Panel should be documented giving clear reasons for the assessment decision
7. Copies of the report will be sent to the candidate, internal verifier and Centre Key Contact
8. This stage of the process should be completed within 15 days of the appeal being submitted by the candidate.

### Appeals to the Awarding Body

1. Should the candidate not be satisfied with the decision of the Centre's Appeals Panel they have the right to Appeal to the Awarding Body.
2. Appeals to the Awarding Body should be made in writing within 2 weeks of the Centre's Appeal Panel decision.
3. The Awarding Body will charge the candidate a fee to cover the appeal process.

### Appeal against examination results

Should a candidate or training centre feel the results of a written assessment is not as expected they to appeal to the Awarding Body against the examination result.

This procedure has 4 stages and should be followed in all cases to ensure any appeal is completed with the minimum of delay.

#### Stage 1

1. The training centre or the candidate request a re-check and report. A fee will be chargeable.
2. Requests for a re-mark should be made in writing to the ASA Awarding Body accompanied by the re-check fee.
3. The fee for Stage 1 is £15.00\*.
4. The request must be received within 14 days of the date of dispatch of the results from the ASA.

#### Stage 2

1. Should the result of the re-mark not be acceptable, the candidate or training centre can proceed with the formal appeals procedure.
2. The examination paper will be referred to the Lead Examiner who will arrange for the paper to be remarked.
3. The result will be communicated to the candidate in writing.
4. The fee for Stage 2 is £50.00\*.



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5. If the candidate is not satisfied with the outcome of this then he/she may proceed to Stage 3 of the formal examination appeals process.

### Stage 3

1. The paper will be submitted to an examination appeals panel.
2. The panel will consist of 3 members one of whom will be independent of the Amateur Swimming Association.
3. The panel's decision will be communicated in writing to the candidate.
4. The fee for stage 3 is £150.00\*.
5. If the candidate is not satisfied with the outcome of this then he/she may proceed to Stage 4 of the formal examination appeals process.

### Stage 4

1. The Awarding Body will appoint an Independent Reviewer who will review the candidate's paper and appeal.
2. The decision of the Independent Reviewer will be communicated to the candidate in writing.
3. The fee for Stage 4 is £175.00\*.
4. The decision of the Independent reviewer is final.

\* The fee for all stages of the formal appeals process must be paid before the Awarding Body instigates the appeal and will be refunded if the candidate's appeal is upheld. Fees chargeable are subject to review and change by the Awarding Body and are here for guidance only.

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