



# Enquiries and Appeals Policy

## Introduction

This policy is aimed at learners registered on any qualification or course offered by Survive and Save Training. It will outline the process that should be followed when submitting an appeal and the process that we will follow.

## Areas covered by the Policy

The scope of this policy is dependent on the qualification and type of assessment involved and may cover:

- Appeals against assessment decisions
- Appeals against decisions made in relation to access arrangements or special considerations
- Appeals in relation to an assessment decision on the basis that procedures were inconsistently applied or that procedures were not followed properly or fairly

## Raising an Appeal

Should a learner disagree with the decisions made, they can make an appeal using the following 3 stage procedure

### Stage 1

1. This stage is informal
2. Where a learner is not satisfied with a decision an appeal must be put in writing to the centre key contact within 10 days of receiving the assessment decision including the following information:
  - a. Learner's name
  - b. Course name, venue and dates
  - c. Date of decision
  - d. Nature/details of the appeal
  - e. Copies of any evidence relating to the appealThe appeal should be registered by the person raising the appeal
3. The assessor will re-examine the work and come to a decision
4. The assessor will respond to the learner 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 a learner is not satisfied with the result of the stage 1 review by the assessor they must put this in writing to the Centre Key Contact within 10 days of receiving the review decision.
3. The internal verifier will re-examine the work and other relevant documents taking in to account the learners comments and assessors reports before coming to a decision
4. The Internal Verifier will respond to the learner 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.



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### Stage 3

1. This is a formal stage where an appeal is referred to an independent person/organisation for review
2. Where the learner 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 receipt of the stage 2 review
3. Copies of the learner's course work, other relevant documents and reports from course assessor and internal verifier reviews are to be given to the independent person/organisation.
4. The findings of the independent review will be reported within 20 days with copies sent to the learner, assessor, internal verifier and centre key contact.
5. The outcome of this process will be final.
6. A fee is payable by the learner for stage 3 appeals. The amount will be advised on receipt of the stage 3 appeal. The fee must be paid before the stage 3 appeal can be processed. This fee is refundable should the appeal be successful.

There may be occasions where we are not able to respond fully within the timescales indicated. Where this is the case we will keep you advised of the progress we are making and when we expect to respond to your appeal.

#### Key contact details:

Mrs Sally Baldwin  
Survive and Save Training Ltd  
37 Lankers Drive  
North Harrow  
Middlesex HA2 7PA  
mailto: [enquiry@surviveandsave-training.org](mailto:enquiry@surviveandsave-training.org)

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