

## 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 reasonable adjustments 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 3-stage procedure detailed below. An appeal should be made by the learner unless they are unable to act on their own behalf for reasons of disability, medical grounds or being under the age of 18 years. In these circumstances the learner must confirm that they wish to appoint a representative to act on their behalf and who that person is at the beginning of the appeal process.

### 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 contact within 10 working days of receiving the 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 appeal
3. Where the appeal is being made on behalf of a learner written permission from that person must be obtained and included with other documentation.
4. The relevant centre personnel will re-examine the work or other relevant documentations and come to a decision
5. The centre contact will respond to the learner in writing giving clear reasons for the decision within 20 working days of receiving the appeal

### Stage 2

1. This stage is informal and only relevant to trainer assessed qualifications
2. Where a learner is not satisfied with the result of the stage 1 review by the course assessor, they must put this in writing to the centre contact within 10 working days of receiving the review decision.
3. The IQA/Internal Verifier will re-examine the work and other relevant documents taking in to account the learner's comments and assessor's report before coming to a decision



## Appeals Policy

4. The IQA/Internal Verifier will send a report to the centre contact giving clear reasons for the assessment decision
5. The centre contact will send the report to the learner within 20 working days of receiving the appeal.

### 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 at stage 1 and stage 2 (where relevant) an appeal must be put in writing to the centre contact within 10 working days of receipt of the review
3. Copies of the learner's course work, other relevant documents and reports from the course assessor and IQA/Internal Verifier reviews are to be given to the independent person/organisation.
4. The independent person/organisation will send a report to the centre contact giving clear reasons for the assessment decision.
5. The centre contact will send the report to the learner within 20 working days of receiving the appeal.
6. The outcome of this process will be final.
7. 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.

Should a learner or their authorised representative not be happy with the result of the stage 3 appeal they are entitled to make an appeal to the relevant Awarding Organisation.

### Awarding Organisations

#### Swim England Qualifications - [SEQ Policy](#)

Email: [qualityassurance@swimenglandqualifications.com](mailto:qualityassurance@swimenglandqualifications.com)

#### RLSS/IQL - [RLSS UK Qualifications Policy](#)

Email: [compliance@rlss.org.uk](mailto:compliance@rlss.org.uk)

### Vexatious and Persistent Correspondence

Survive and Save Training offers a transparent appeals procedure and will keep learner or their designated representative informed throughout any investigation. However, sufficient time must be allowed to carry out a thorough investigation.

### Definition of Vexatious and Persistent Correspondance

A learner or their designated representative may be deemed to be vexatious if it:

- Is pursued in a manner that is obsessive, harassing or abusive
- Lacks serious purpose or value



# Appeals Policy

- Is intended to cause disruption or distress
- Is repetitious, with no new evidence or justification
- Refuses to accept reasonable outcomes or decisions

## Indicators of Vexatious Behaviour

Examples of vexatious behaviour may include

- Persistent complaints on the same issue despite resolution
- Demands for unrealistic remedies
- Use of aggressive or abusive language
- Frequent, lengthy or complex communications that hinder resolution
- Refusal to cooperate with the complaints process

## Managing Vexatious Behaviour

1. All appeals will be managed through the appeals policy initially
2. Where a learner or their designated representative's behaviour is becoming unreasonable a written warning will be issued detailing concerns and expectations whilst the appeal is being investigated.
3. Where behaviour remains unreasonable the learner or their designated representative will be designated vexatious. Notification will be sent in writing with reasons and any restrictions on communications for example
  - a. only to a designated person
  - b. only through a specific communication channel
  - c. refusing to respond to any issues already addressed
4. The status of any learner or their designated representative that has been designated vexatious will be reviewed from time to time, with any new appeals being assessed independently
5. Survive and Save Training will advise the relevant Awarding Organisation of any vexatious appeals
6. Designation as a vexatious learner or their designated representative does not remove your rights to take your appeal to the relevant awarding organisation on completion of stage 3 of this policy should you not be satisfied with the outcome.

Centre Contact details:

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