

Appeals Policy (version 5).

Written on: 01/04/23
To be reviewed 01/04/24

Introduction by the Director

Whilst engaging with customers, NCA staff are keen to ensure that all of our clients/stakeholders have the best experience possible. Despite our best efforts, we do recognise that things can go awry for a variety of reasons.

NCA have in place a stringent system to manage appeals which may arise as a result of our training delivery. If an appeal is made, it will be handled fairly and quickly to ensure a speedy resolution within the following framework:

NCA's appeals policy is there to advise our staff about best practice responses; there is a clear pathway for our staff to follow. This is re-iterated within our program of CPD.

The designated Appeals Officer is - **PETE STALEY**

This policy is accessible to learners via the company website (www.ncagb.co.uk)

Every appeal received will be logged. The Appeals Officer is responsible for keeping the log up to date.

Signed:

JULIE WOODRUFF
DIRECTOR

NCA provides a formal route for learners wishing to appeal against an assessment decision. All learners are assessed against agreed and published Awarding Organisation criteria. Assessment decisions are made by assessors who are trained, and who have a recognised Assessor Award in one of the following:

- Level 2 Award in Instructing Cycle Training (L2AICT)

Areas for Appeal

Learners can appeal against an assessment decision relating to:

- The mark for an individual item of coursework
- The final result of any element of assessment e.g. planning, teaching and/or evaluation
- The Post Course Assessment
- The final overall internal/external assessment decision for a qualification

Grounds for Appeal

An appeal may be made if:

- The assessment was not conducted in accordance with the NCA regulations
- Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance
- There was inappropriate or irregular behaviour on the part of the assessor

Appeals Procedure

Stage 1

- The learner should firstly discuss the reason for the appeal with the Assessor or Internal Quality Assurer (if possible) on the day of the assessment
- If this does not resolve the appeal the learner should complete the [Learner Appeal Form](#) and submit to the Internal Quality Assurer within 5 days from the date of the assessment – include any supporting evidence (see additional notes below)
- Any concerns will be raised with 1st 4 Sport
- The Internal Quality Assurer will investigate the appeal and respond in writing within 14 working days

Stage 2

- If the learner feels that the outcome is unsatisfactory they should complete the relevant section of the Learner Appeal Form and re-submit to the Internal Quality Assurer
- **NCA** will then notify 1st 4 sport Qualifications.
- If 1st 4 sport qualifications were not present or were unable to resolve the appeal issue, the learner will be directed to the third stage of the appeals process

Stage 3

- The learner should complete a written appeal directly to 1st 4 sport qualifications, who will investigate the matter thoroughly and respond in writing within 21 working days
- If the learner feels that 1st 4 sport qualifications has been unable to bring the matter to a satisfactory conclusion, the appeal may be referred directly to the 1st 4 sport Director of Awarding

Stage 4

- The learner may be offered a formal appeals hearing. This will be conducted within 6 weeks and will be conducted by the appeals panel
- Provision of an appeals hearing will incur a nominal fee. The fee will be refunded if the appeal is upheld

Additional Notes

- It is extremely difficult to investigate appeals without impartial evidence. Therefore appeals against referrals in practical teaching based solely on the learner's disagreement with the assessor's decision will only be considered when accompanied by a video recording
- The learner has the right to video any aspect of their assessment using their own video recording equipment provided it does not interfere with the assessment process, other learners or the assessor's ability to carry out their role(s)
- It is the responsibility of the learner to arrange a video operator
- It is the responsibility of the learner to notify the centre where their assessment is taking place of any medical problem which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date
- Theory papers that are externally assessed by 1st 4 sport are marked electronically and sampled regularly
- Appeals against referrals in the external theory result can result in the following action:
 1. Investigation into the centre's invigilation procedures/delivery
 2. Hand marking of the theory papers
 3. Investigation into the content of the theory paper by 1st 4 sport Senior Qualifications Manager