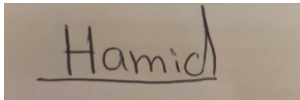




Enquires and Appeals Policy

Approved by:	H Anwary
Signed:	
Date approved:	May 2023
Date review:	May 2024
Version No:	V2.3

Enquires and Appeals Policy

Statement of Intent

Active Swim is committed to equal opportunities and fair assessment. All procedures will be explained to all individuals at the start of the training programme. All individuals will be assessed against the agreed and published criteria. The assessors making decisions will hold appropriate qualifications and have industry experience. Assessment decisions and practice will be sampled and monitored by internal verifiers, who have industry experience and hold appropriate qualifications. However, the appeal may not be assessment related.

Appeals

Our appeals policy enables individuals to make a formal appeal against a decision made.

The following procedure allows the individual, who considers themselves to be competent in an element/unit but where the assessor disagrees. The reasons may include:

- insufficient evidence
- evidence is not current
- evidence is not authentic
- the assessments were not conducted in line with published guidance
- inappropriate or inconsistencies on the part of the assessor

A learner may nominate an appropriate representative to act on their behalf only if they are unable to represent themselves. For example by reason of disability, on medical grounds, or because they are under the age of 18. Learners wishing to nominate a representative should do so at the beginning of the process with the Active Swim, giving a clear reason why they cannot represent themselves and permission to Active Swim.

Stage 1: Enquiry

Where an individual disagrees with a given decision, reasons must be explained to the assessor or key contact concerned, stating the grounds for appeal. This stage is informal. Contact: hamid@activeswim.co.uk

The key contact will assign an investigator (independent from the issues) consider the individual's explanation, provide a further explanation of the decision. The investigator will then review the evidence and then:

- provide a clear explanation (as appropriate) of the decision.
- complete Stage 1 appeal form and retain copies of all paperwork related to the appeal.
- amend the individual assessment record (where appropriate).

If the individual agrees with the decision provided, then the appeal need not proceed further. When the individual remains unhappy with the decision reached, the appeal must proceed to Stage 2. The relevant paperwork must be completed and signed. Stage 1 will normally completed within 20 working days of receiving the complaint.

If this inquiry is to do with a SEQ decision, an ATC appeals on behalf of the individual, they must ensure that they have obtained the written permission of the individual(s) concerned as results can go down as well as up following an investigation. Individual who have registered and been assessed via an ATC and wish to appeal their assessment results or about a related decision should either be supported by their ATC and / or should have exhausted their ATC's own appeals process before appealing directly to SEQ. In this instance, full reference to the current SEQ Enquiries and Appeals Policy, under Stage 1 should be followed. Correspondence should be sent to: hamid@activeswim.co.uk

Stage 2: Formal Review

If the individual remains unsatisfied, please contact Hamid Anwar within five days of receiving the outcome from stage 1: hamid@activeswim.co.uk

At stage two, this matter will be referred to another appointed investigator (different from stage 2). This is an informal stage. The appointed investigator will:

- Arrange to talk to both the individual and any relevant parties separately to discuss the appeal.
- Review the evidence available and against the standards of the qualification (where appropriate)
- Normally within 10 working days of receipt of the Stage 2 appeal will communicate the result to the individual
- The investigator would try to mediate to reach a successful conclusion.
- A copy of the report and evidence will be forwarded to the Key Contact.

Stage 3: Independent Panel Review

If the individual remains unhappy with the decision made at Stage 2, they will have the right to forward the case to the Independent Review. This is a formal stage of the process and the individual must put in writing to the Key Contact within 10 days of receipt with the Stage 2 Review.

Copies of the individual's paperwork, other relevant documents and/or reports are to be given to the independent person/organisation. The findings of the independent review will be reported within 20 days with copies sent to the individual, assessor, internal verifier and centre key contact. The outcome of this process will be final.

If the learner wishes to follow the SEQ process, Active Swim can act on the individual's behalf, but permission from the individual must be gained.

If the appeal is to do with a SEQ issue, a formal appeal can be followed by the individual. This is subject to fees imposed by SEQ. In this instance, full reference to the current SEQ Pre-appeals and Enquiries Policy. If the learner wishes to follow the SEQ process, Active Swim can raise concerns on the individual's behalf, but permission from the individual must be gained. Correspondence should be sent to: hamid@activeswim.co.uk

For any appeals of enquiries, please contact:

Mr H Anwar
10 Burgundy Court
31 Arla Place
Ruislip
Middlesex
HA4 0GD