

## **ENQUIRIES AND APPEALS POLICY**

### **Introduction**

This policy is designed for candidates who have enrolled on a teacher training course at John Warner Sports Centre as the Swim England Approved Training Centre. It details the procedure for the centre to follow what a candidate should do when submitting enquires and appealing to a decision regarding qualification delivery and assessment, aware of the policy, the time frame in which it should be done, and how the appeal will be responded to.

### **Enquiry**

The enquiry stage is one that precedes an appeal and is a stage that endeavours to resolve disputes before they reach the appeals procedure.

The following details in writing should be provided for all enquiries:

Learner Name (and registration number if known)  
Title of the qualification and course dates  
What/type of enquiry.  
Learners contact details (email / telephone number) who is making the enquiry.  
Details of aspects of the decision are being challenged.

The Approved Training Centre (ATC) Key Contact (KC) will review the enquiry and notify Learner within 20 working days wherever possible of the outcome. If it is not possible to provide an outcome within 20 working days the key contact will inform the individual of the alternative anticipated outcome date.

### **APPEALS PROCEDURE**

If a Candidate/Learner feels there is a justified reason for disagreeing with the assessment made by the Course Tutor they should firstly appeal to the course tutor by email or telephone. The course tutor will inform the Key contact (KC), Internal Verifier and if needed QA. The following procedures should be then be adopted:

- Candidates have 20 days from the date of assessment to appeal against an assessment decision.
- The appeal should be submitted to the Key contact (KC) in writing, with a statement detailing their request.

- Written correspondence can be sent through email to led.[jwsc.leisure@broxbourne.gov.uk](mailto:jwsc.leisure@broxbourne.gov.uk) or a letter addressed to the Key contact (KC), John Warner Sports Centre, Stanstead Road, Hoddesdon, Hertfordshire, EN11 OQG.
- The appeal shall be reviewed initially by the Key Contact (KC) who will investigate the appeal further. A confirmation email will be sent within 7 days to confirm that the appeal has been received; we then aim to fully respond to all appeals within 20 days

The Key Contact (KC), may take one of the following decisions:

1. To dismiss the appeal in which case the candidate shall be given the reasons for the decision in writing/email.
2. To uphold the appeal and request that the Educator/IV reviews their decision regarding the assessment subject to evidence.
3. To refer the appeal to Swim England for further investigation.

If re-assessment is required this will be at cost to the candidate.

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 us as the ATC, giving a clear reason why they cannot represent themselves

We as the ATCs should report to Swim England, without delay, any complaints that we receive relating to equality and diversity in the delivery of qualifications, the processing of personal data or compliance with the General Data Protection Regulation (GDPR 2018), the integrity of the qualifications or their award, and/or any matter that may give rise to a potential adverse effect (as defined by our regulators).

Enquiries and Appeals Policy			
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