

## **A2E First Aid Training**

### **Candidate Appeals Policy & Procedure**

## Appeals Policy and Procedures

### 1.1 Appeals

Any individual or organisation that is affected by an assessment decision made by [A2E First Aid Training](#) and their assessors is eligible to take advantage of the appeals process.

### 1.2 Candidate Appeals

Appeals can be made regarding areas of concern by candidates, including but not limited to: administration and assessment errors, perceived discrimination, and failure to take into account any special circumstances or decisions relating to malpractice or misconduct.

Candidates are strongly recommended to pursue any enquiry, complaint or grievance informally by making a telephone or email enquiry to [A2E First Aid Training](#), before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

There is a time limit for making appeals of 3 weeks from course completion. There is a time limit of a further 3 weeks to review this appeal. An appeal review fee is payable (refundable if the appeal is upheld).

### 1.3 Appeals to [A2E First Aid Training](#)

Appeals can be made to all areas of concern to those delivering courses, including but not limited to: decisions regarding approvals, sanctions and Internal Verifier, decisions, requests for reasonable adjustments or special consideration, or decisions relating to malpractice or misconduct.

Disagreement with an assessment judgement is not normally grounds for an appeal. [A2E First Aid Training](#) assessors follow strict criteria when making their assessment decisions in accordance with ITC assessment specifications.

Appeals generally fall into the following broad categories:

- a) Administration error - typically a mistake in recording results.
- b) Assessment error - perhaps using criteria other than those specified in the qualification.
- c) Discrimination - the method of assessment was not fair and reasonable under the circumstances, or the assessor was biased or prejudiced.
- d) Decisions regarding Reasonable Adjustments and Special Considerations

### 1.4 Specific point of contact

Ask for [CARA ALLISON](#) [cara.firstaid@yahoo.co.uk](mailto:cara.firstaid@yahoo.co.uk)

### 1.5 Summary of full Appeals Process for ITC qualifications

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by [A2E First Aid Training](#) with a minimum of delay.

- a) Clarification of the original decision
- b) Informal dialogue to review the context and criteria of the decision
- c) If informal methods are unsuccessful then a formal appeal in writing can be initiated by the affected individual.
- d) [A2E First Aid Training](#) to contact and discuss the assessment decision with the course assessor and review all available and relevant evidence
- e) Reference may be made to ITC First for guidance, if specialist expertise is required
- f) Appellant informed of decision and any subsequent actions by the Centre
- g) Where the decision is over turned, the affected individual will be informed.

- h) Where the decision remains unchanged or the affected individual remains dissatisfied, the candidate may refer directly to ITC using their Appeals Procedure available as a download from the website or by request to the ITC Office.
- i) If candidates are not satisfied with how their appeal has been handled by ITC First they have the right to submit a complaint to the external regulators of the qualification they are enrolled upon regarding their appeal...to Ofqual for RQF qualifications OR SQA Accreditation for SQA accredited qualifications.

Ofqual – [www.ofqual.gov.uk](http://www.ofqual.gov.uk)

SQA – [www.sqa.org.uk](http://www.sqa.org.uk)

Note: Regulators will scrutinise the Centre and ITC against their published procedures. The regulators cannot overturn assessment decisions or academic judgments.

The final course of action following the exhaustion of the appeals process, is that ultimately the learner can raise a complaint. Please refer to our Complaints Policy, P3.

### **1.6 Monitoring Evaluation and Reporting Appeal Decisions**

Candidates appeal enquiries will be dealt with according to the timescales contained in [A2E First Aid Training](#) Customer Charter. Should the result of an appeal call into question the accuracy of other [A2E First Aid Training](#) results, then each questionable result will be investigated by the Director. Appropriate proportionate action will then be taken which may include:

- a) An increased level of scrutiny
- b) Reporting to our Awarding Body

### **1.7 Personal interest**

All appeal decisions made by [A2E First Aid Training](#) will follow these published procedures and will be taken by individuals who have no personal interest in the decision(s) being appealed.

### **1.8 Appeal Against [A2E First Aid Training](#) decisions**

These may be referred to ITC First for ITC qualifications only after the full Centre appeals process has been followed.

Contact:

ITC Awards Manager

0345 370 7610

[www.itcfirst.org.uk](http://www.itcfirst.org.uk)