

APPEALS POLICY

TRAINFITNESS provides a formal route for learners wishing to appeal against an assessment decision. All learners are assessed against the relevant regulating organisation criteria. Assessment decisions are made by Assessors who have a recognised Assessor qualification.

Areas for Appeal

The **TRAINFITNESS** Appeals Policy enables learners in certain situations to make a formal appeal against a recommendation or assessment decision relating to:

1. the mark or grade awarded for an external assessment.
2. the regulating organisation External Quality Assurers' decision on any element of assessment that differs to the Assessor's or Internal Quality Assurer's decision (for example, if an internal assessment has been marked by the centre Assessor as achieved but the External Quality Assurer ("EQA") disagrees with this decision).
3. an application for a reasonable adjustment or special consideration submitted to the regulating organisation for approval.
4. **TRAINFITNESS's** final, overall assessment decision for a unit or qualification.

Grounds for Appeal

The following is a list of examples and is not comprehensive:

- There was an error in the external assessment materials.
- A reasonable adjustment was refused without reason or a decision to limit a requested reasonable adjustment proved to be inappropriate or insufficient.
- The learner requested special consideration but this does not seem to have been applied.
- There were medical or other extenuating circumstances which affected the learner's performance in an external assessment.
- There was inappropriate or irregular conduct on the part of the Assessor.

Appeals Process

Stage 1

The learner should discuss on the day they receive the assessment decision their intention to appeal that decision with the Assessor responsible for informing the learner of that decision. If the learner is dissatisfied with the outcome of this discussion, the learner should complete the Learner Appeals Application form and submit this to **support@train.fitness** or by post to: Internal Quality Assurer, **TRAINFITNESS**, 2A Moonraker Point, Pocock Street, London, SE1 0FN. The learners must submit this form within five days of the date of the assessment and include with it any supporting evidence (see additional notes below). Appeals received after this time will not be heard.

Stage 2

Once received by us, our Internal Quality Assurer ("IQA") will investigate the appeal and respond in writing to the learner with a decision within 20 working days of receipt of the form. If the learner is dissatisfied with the IQA's decision, the learner should make a complaint directly to the regulating organisation.

Additional Notes

1. 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 of the learner's practical assessment.
2. The learner has the right to video any aspect of their practical 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).
3. It is the responsibility of the learner to arrange a video operator.
4. Prior to the assessment date and so that a decision can be made for deferral, it is the responsibility of the learner to notify **TRAINFITNESS** of any medical problem which may affect learner performance adversely in the assessment process.
5. Theory papers that are externally assessed by a regulating organisation are marked electronically.
6. Appeals against referrals for an external theory result may result in the following action:
 - Investigation into the centre's invigilation procedures/delivery;
 - Hand marking of the theory papers;
 - Investigation into the content of the theory paper by the regulating organisation.

Appeals Policy Declaration

Please sign here to indicate that you have read and agree to abide by the Appeals Policy.

Learner Name:	
Learner Signature:	
Date:	

LEARNER APPEALS FORM

Learner Appeals Application Form	
Statement:	
I have read and understood the TRAINFITNESS Appeals Policy document and wish to proceed with registration of an appeal against an assessment decision.	
Learner Name:	Username:
Address:	
	Postcode:
Telephone Number:	
Fax Number:	
Assessment Venue:	
	Postcode:
Centre Internal Quality Assurer:	Assessor:
Assessment Date:	Result:
Centre Code:	
Office use only	
Acknowledgement of Receipt Sent	Date:
Internal Quality Assurer Informed	Date:
Appeals Procedure Processed	Date:
Result:	
Learner Signature:	Date:
Assessor Signature:	Date:
Internal Quality Assurer Signature:	Date:
External Quality Assurer Signature:	Date:

Please attach a copy of the assessment result documentation, any accompanying written report, and evidence to justify your claim. Please refer to the Appeals Policy for further information.