

2nd Chance First Aid

Candidate Appeals Policy & Procedure



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Appeals Policy and Procedures

Section 1 - Candidate appeals.

1.1 Appeals

Any individual or organisation that is affected by an assessment decision made by **2nd Chance First Aid** and their Trainers is eligible to take advantage of the appeals process.

1.2 Candidate Appeals

Appeals can be made to 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 telephone or email enquiry to **2nd Chance First Aid**, before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

There is a time limit for making appeals (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 **2nd Chance First Aid**

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. **2nd Chance First Aid** Trainers follow strict criteria when making their assessment decisions in accordance with ITC assessment specifications. However, candidates can appeal assessment judgement if required.

Appeals generally fall into the following 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 **2nd Chance First Aid Director**

1.5 Summary of full Appeals Process

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by **2nd Chance First Aid** with a minimum of delay.

- a) Clarification of the original decision.
- b) Informal dialogue to review the context and criteria of the decision.
- c) **2nd Chance First Aid** to contact and discuss the assessment decision with the course trainer.
- d) Appellant informed of subsequent actions and decision.
- e) Where the decision is over turned, no further action required however reference may be made to the ITC Awards Manager for guidance if required.
- f) Where the decision remains, the candidate may refer directly to **ITC First** using their Appeals Procedure available as a download from the website or by request to the **ITC First** Office.

1.6 Monitoring Evaluation and Reporting Appeal Decisions

Candidates appeal enquiries will be dealt with, according to the timescales contained in **2nd Chance First Aid** Customer Charter. Should the result of an appeal call into question the accuracy of other **2nd Chance First Aid** 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 to be taken by individuals who have no personal interest in the decisions being appealed.

1.8 Appeal Against **2nd Chance First Aid** decisions

These maybe referred to **ITC First**.

Contact ITC Awards Manager
0845 370 7610
www.itcfirst.org.uk

1.8 Escalating an Appeal

All candidates have the right to escalate their appeal to the external regulators of the qualification they are enrolled on. If candidates are not satisfied with how their appeal has been handled by ITC then the appeal can be escalated to Ofqual for RQF qualifications or SQA for SCQF qualifications.

Ofqual – www.ofqual.gov.uk

SQA – www.sqa.org.uk