

## First Step Training Learner Appeals Procedure

Version 08 – 10/01/2023 – 10/01/2024

Learners wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the Head of the Centre *First Step Training* to ensure that this procedure is published and accessible to all personnel, learners and any relevant third parties. However, the Quality and Curriculum Coordinator (QCC) is responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

### Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the learner is recommended to put the appeal in writing using the *First Step Training Learner Appeals Form 1* provided. The assessor should explain his/her rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the *First Step Training QCC* and the Appeals Officer to retain with the centre's assessment and appeals records.

### Stage 2

If learners remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal in writing to the *First Step Training Appeals Officer* within 14 working days of the Stage 1 process, using the *First Step Training Learner Appeals Form 2*.

The Appeals Officer will write to the learner to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken. The Appeals Officer will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review, in addition to the QCC, and will write to the learner within 20 working days with the findings and a decision as to whether the appeal was justified.

Learners are required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form 2, information should include:

- the date and type of the assessment (i.e. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (i.e. learner evidence, record of feedback from the assessor involved).

All Stage 2 appeals should be sent to:

Appeals Officer, Rob Brown  
First Step Training  
G11 The Bloc, 38 Springfield Way,  
Anlaby, Hull, East Yorkshire, HU10 6RJ

Upon receipt of the appeal the Appeals Officer will contact the relevant person required to conduct an appropriate review of the evidence and an independent assessor or internal verifier and/or QCC may review/reassess the learner's work against the assessment criteria for the qualification, where required. One of the following decisions will be communicated to the learner by the Appeals Officer in writing within 10 working days of the decision having been made. This will be to either:



- uphold the original assessment decision
- offer the learner an opportunity for a resit/reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Learner Appeal Form 2.

The decision will also be communicated to the original assessor and also the assessor/internal verifier and QC who assisted in Stage 2 of the appeal. Copies of records of appeals are retained with the assessment and appeals records. *First Step Training* will retain records of appeals for a minimum period of five years.

### Stage 3

If learners have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body within 20 working days of the decision being communicated to them by recognised centre. The awarding bodies appeals procedure can be accessed.

All Stage 3 appeals should be sent to:

1st4sport

Address: Quality Management Team

FAO: Quality Assurance Officer

1st4sport Qualifications

Coachwise Ltd, Chelsea Close

Off Amberley Road

Leeds LS12 4HP

Email: [gmt@1st4sportqualifications.com](mailto:gmt@1st4sportqualifications.com)

NCFE

<https://www.ncfe.org.uk/contact-us/appeals-and-complaints/>

Active IQ

<https://www.activeiq.co.uk:82/media/4651/aiq-appeals-policy.pdf>

VTCT

<http://vtct.org.uk/Portals/0/appeals%20procedure.pdf>



## First Step Training Learner Appeal Form 1

### Stage 1

The learner may use this form to appeal against the outcomes of an assessment decision to the assessor.

Learner's name:	
Date of assessment:	
Name of assessor (against whose decision the appeal is being made):	

Nature of the Appeal:

Details of Original Assessment Decision:			
Learner's signature:		Date:	

To be completed by the assessor

Date of meeting:	
Assessor Response:	

Signed:			
Assessor:		Date:	
Learner:		Date:	



## First Step Training Learner Appeal Form 2

### Stage 1

Before completing this form, learners must follow Stage 1 of the appeals procedure, by appealing to the assessor who made the assessment decision.

### Stage 2

Learners are required to complete this form and forward it to an appeals officer to make a formal appeal, if they are still dissatisfied after having appealed to their assessor.

Learner name:	
Learner registration number:	
Date appeal submitted:	
Address:	
Email address:	
Contact number:	
Date of assessment:	
Name of assessor: (against whose decision the appeal is being made)	

Describe the reasons for your appeal as fully as possible. Please include **copies** of any associated documents (e.g. learner evidence, record of feedback from the assessor involved). Learners should keep a copy of this form.

Type of Assessment and Nature of the Appeal
Please attach an additional sheet, if necessary.

Details of Original Assessment Decision	
Please attach an additional sheet, if necessary.	
Signature of learner:	Date:

Please return this form to: James Moore, First Step Training, G14 The Bloc, 38 Springfield Way, Anlaby, HU10 6RJ



To be completed by the Appeals Officer

Date of appeals meeting:			
Meeting attendees:			
Details of the meeting:			
Outcome of the Meeting			
Uphold the original assessment decision			
Offer the learner an opportunity for a resit/reassessment free of charge			
Overturn the original decision			

Signed			
Appeals Officer:		Date:	
Learner:			

