

Archangel First Aid Training Ltd

Candidate Appeals Policy & Procedure

Appeals Policy and Procedures

Appeals to Archangel First Aid Training Ltd

1.1 Appeals

Any individual or organisation that is affected by an assessment decision made by to Archangel First Aid Training Ltd

and their assessors is eligible to take advantage of the appeals process.

1.2 Candidate appeals

Appeals may be made regarding areas of concern from candidates, including but not limited to:

- Administration and assessment errors
- Perceived discrimination
- Request for reasonable adjustments or special considerations
- Failure to take into account any special circumstances
- Decisions relating to malpractice or misconduct

Candidates are strongly recommended to informally pursue any appeal, enquiry, or grievance by making a telephone or email enquiry to Archangel First Aid Training Ltd, 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 for Archangel First Aid Training Ltd to review this appeal. An appeal review fee is payable to Archangel First Aid Training Ltd (refundable if the appeal is upheld).

Disagreement with an assessment judgement is not normally grounds for an appeal. Archangel First Aid Training Ltd 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 - perhaps 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

1.3 Specific point of contact

Ask for Brent Murphy

Email : brent@archangeltraining.co.uk

Tel: 0141 429 5969

Mob: 07780 692984

1.4 Summary of appeals process

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by Archangel First Aid Training Ltd 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 appeals in writing can be initiated by the affected individual.
- d) Archangel First Aid Training Ltd 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 is dissatisfied, the candidate may refer directly to ITC First using their Appeals Procedure that is available as a download from the website or by request to the ITC Office.
- i) All candidates have the right to escalate their appeal to the external regulators of the qualification they are enrolled upon. If candidates are not satisfied with how their appeal has been handled by ITC First then the appeal can be escalated to the appropriate external national regulator Ofqual, WG or SQA.

Ofqual – www.ofqual.gov.uk

SQA – www.sqa.org.uk

Note: Regulators will scrutinise Archangel First Aid Training Ltd and ITC First against their published procedures. The regulators cannot overturn assessment decisions or academic judgments.

1.5 Monitoring, reporting and evaluating appeals decisions

Candidates appeal enquiries will be dealt with according to the timescales contained in Archangel First Aid Training Ltd Customer Charter. Should the result of an appeal call into question the accuracy of other Archangel First Aid Training Ltd results then each questionable result will be investigated by the Centre Director. Appropriate and proportionate action will then be taken which may include:

- a) An increased level of scrutiny in the relevant area.
- b) Reporting to our Awarding Organisation/Body

1.6 Personal interest

All appeals decisions made by Archangel First Aid Training Ltd will follow these published procedures and will be taken by individuals who have no personal interest in the decision(s) being appealed.

1.7 Appeals against Archangel First Aid Training Ltd decisions

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

Contact:

ITC First Awards Manager

0845 370 7610

www.itcfirst.org.uk