

Appeal Grounds and Procedure

Version	Date	Author	Update Information
3	11/12/15	AG	
4	05/10/17	AG	Reviewed 31/10/18 JW; 12/09/19 JW, 21/10/20 CB; 12/4/21 JW
5	21/07/21	CB	Rewritten in line with SQA guidance
6	4/2/22	CB	Amended to include STA appeals policy requirements
7	14/09/22	DH	Reviewed and updated management staff contact details only
8	11/01/23	LJ	Reviewed and updated management staff contact details only
9	31/01/23	LJ	Updated in line with SQA guidance on escalation

Training for Care is committed to providing an efficient and high standard of service to all. It is our aim to ensure that all assessment outcomes are fair, consistent, and reliable based on the valid judgements of the assessor using the assessment strategy for the qualification on offer. However, occasions may arise where the learner may wish to question a decision

All SQA registered candidates and STA registered learners (First Aid) have the right to appeal internal and external assessment judgements, this includes the right to appeal to SQA (for candidates on regulated qualifications) and to STA for first aid qualifications.

Grounds for Appeal

The sole ground for any appeal is that Training for Care's decision, based on all the relevant evidence available at the time, was wrong. Training for Care will accept an appeal in relation to the following:

- The assessor or the assessment site has failed to carry out assessment or internal quality assurance as agreed with the candidate and/or as agreed with Training for Care
- A reasonable adjustment or special considerations application decision
- Actions taken against a learner found to have been involved in malpractice or found to be *not yet competent* in units or learning outcomes

How to Appeal

The process for appeal is as follows

Stage 1

The candidate may first appeal to their assessor. The appeal should be made in writing and should be within **1 month** of the assessment decision. The assessor must respond in writing within **14 days**.

Stage 2

Where the candidate is dissatisfied with the response or feels unable to approach their assessor, they may write to the internal verifier/course director within **1 month** of the assessment decision or within **7 days** of the assessors' response. The internal verifier/course director must respond in writing within **14 days**, IVs must report the matter to the lead internal verifier, and course directors to the Manager, who will log the appeal.

Stage 3

If consultation with the internal verifier/course director fails to produce agreement the candidate may submit a formal appeal in writing, along with any evidence and/or personal statements, to Training for Care's SQA Co-ordinator/Short Course Manager within **7 days** of the internal verifier/course director response. The SQA Co-ordinator/Short Course Manager will send a written acknowledgement of the appeal within **7 days**. All formal appeals will be investigated by an Appeals Panel and a decision

reached within **21 days**. The Panel decision will be notified in writing to the candidate, assessor and internal verifier. An upheld appeal will result in the assessment decision being reversed automatically.

Contact Details:

SQA Co-ordinator – Louise.James@tfcscotland.org.uk

Short Course Manager – Deborah.Hughes@tfcscotland.org.uk

Appeals Panel

The Appeals Panel will be established by Training for Care and will consist of an Assessor, an Internal Verifier/course director and at least one appropriate member of Training for Care management staff, none of whom will have had previous involvement in the assessment of the candidate. It may also be appropriate to involve someone from outside the centre with expertise in the award area. The Panel may call on any other relevant person to provide evidence/ information. If the candidate is required to meet with the Appeals Panel, they may be accompanied by a person of their choice.

Escalation

Regulated Qualifications (SVQs Only)

Please note, this does not apply to candidates on non-regulated qualifications (e.g. PDAs)

All candidates (or their authorised representatives) undertaking regulated qualifications (including all SVQs) have further routes of appeal against internal assessment.

If you have gone through all the stages of Training for Care's internal assessment appeals procedure and remain dissatisfied with the outcome or the way in which we handled your appeal, you can:

- appeal to SQA (the awarding body)
- appeal to SQA Accreditation, Ofqual or Qualifications Wales (as appropriate) if you feel that the centre and/or SQA (the awarding body) has not dealt with your appeal appropriately SQA Accreditation, Ofqual or Qualifications Wales (as appropriate) cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of our and/or SQA's appeals process and require corrective action.

Where a candidate wishes to appeal to SQA, they should submit the appeal in writing, within **15 working days** of receiving written notification of the original appeal outcome from Training for Care, to an SQA Director at SQA's Corporate Office: The Optima Building 58 Robertson Street Glasgow G2 8DQ. This should be clearly marked as an appeal and must include a written account of why the candidate thinks that the centre's decision is wrong, and must include the candidate's evidence to support their case. Appeals of this kind will be referred to an SQA appeals panel and will inform the candidate and the centre of their decision within **15 working days**. The SQA panel decision is final. If the candidate remains unhappy with the outcome of this appeal to SQA awarding body, they have the right to raise this matter with [SQA Accreditation](#), who will advise them of the next steps in their review of the awarding body's process in reaching this decision.

First Aid Qualifications

For First Aid qualifications, learners have the right to escalate a complaint through [Safety Training Awards](#) (STA) where they disagree with the outcome of Training for Care's process (detailed above). Any enquires and appeals must be submitted to STA within 28 days of the final results being issued to the learner. Learners who are not satisfied with an appeal decision from STA have the right to appeal to [SQA Accreditation](#) once they have exhausted TfC's appeals procedure and STA appeals procedure.

Distribution, Monitoring, Review

All workers and learners are made aware of this policy and all appeals are recorded by Management staff in the Appeals Register and reviewed by management.

This policy will be reviewed annually in line with awarding body requirements. Any comments or concerns relating to this policy should be directed to Training for Care's Management Team:
For SQA Qualifications/Units: Louise.James@tfcscotland.org.uk
For First Aid Qualifications: Deborah.Hughes@tfcscotland.org.uk