

APPEALS POLICY

St David's First Aid Training Ltd 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 in question. However, occasions may arise where the learner may wish to question a decision. Everyone has the right to appeal if they believe that their assessment decision is incorrect.

St David's First Aid Training Ltd ensures:

- Assessments are carried out by assessors who have the appropriate qualifications, knowledge, understanding, and skills, and the assessments are valid for the subject or qualification in question.
- Assessment evidence is authentic, solely being produced by the learner in question.
- Consistency of assessments decisions covering all assessors over time.
- Appeals are heard by individuals that have the appropriate competence to make decisions in each individual case and have had no prior involvement, or a personal interest in the case.

Situations under which learners can appeal

- Appeals against results of assessment or quality assurance.
- Appeals against a decision made relating to a reasonable adjustment or special considerations application.
- Appeals against decisions relating to any action taken against a learner or centre following an investigation into malpractice or maladministration.
- Appeals against centre or qualification approval decisions.

Stage 1 – Enquiry

Learners can appeal against internal assessment decisions with St David's First Aid Training Ltd. Stage 1 is the enquiry process to follow if:

- Learners wish enquire about the result of their assessment.
- Learners wish to appeal the result of their assessment.
- Learners wish to appeal following a malpractice or maladministration investigation.

In the first instance learners should discuss any concerns or enquiries with the assessor to resolve the issue. If you are not satisfied with the outcome then please communicate your concerns in writing by emailing info@stdavidsfirstaid.co.uk

St David's First Aid Training Ltd will arrange for an independent member of staff to investigate the concern. You will receive a written response within one clear working week of the concern being submitted.

Stage 2 – Internal Appeal

If you are not satisfied with the outcome of this initial investigation please contact St David's First Aid Training Ltd who will then arrange an internal appeal to be made to the IQA (Internal Quality Assurer). You will then receive a written response within ten clear working days of the appeal being submitted.

Stage 3 – Appeal to Safety Training Awards (STA)

Please refer to the Safety Training Awards website to find further information on how to escalate an enquiry or appeal to the Awarding Organisation (AO). A learner may escalate an enquiry or appeal after they have exhausted the ATCs enquiries and appeal process and remain dissatisfied with the outcome. Any enquires and appeals must be submitted to Safety Training Awards within 28 days of the final results being issued to the learner.

This policy will be reviewed annually.

Policy date: 21st April 2024

Review date: 21st April 2025

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