

## Appeals Procedure

SLSGB Trainer Assessors are obliged to inform candidates of the appeals process to allow appeals against an assessment for an SLSGB award, as appropriate. It is also in place to make sure that all relevant records of appeals can be inspected by Area Quality Assurance Officers, the SLSGB National Training Officer and SLSGB Management, as required.

If a candidate is unhappy with any aspect of their assessment, they should discuss this initially with their Assessor or if unsuccessful contact the Senior Club/Centre Officer. SLSGB aim to solve all problems associated with appeals at this level. The candidate should contact the Senior Club Officer to advise that they wish to make an appeal and the candidate must submit this appeal to them in writing – titling it ‘Formal Appeal’. The appeal should detail the proposed grounds for appeal and any relevant details to the situation. The appeals procedure has been illustrated on the following page in the appeals process flowchart. The Assessor and club Officer should keep a record of this on the MIS record for the course against the candidate’s assessment record on the ‘Mark Assessment’ page. This should include the nature and outcome of the appeal and those on a panel hearing the appeal a making the appeal decision.

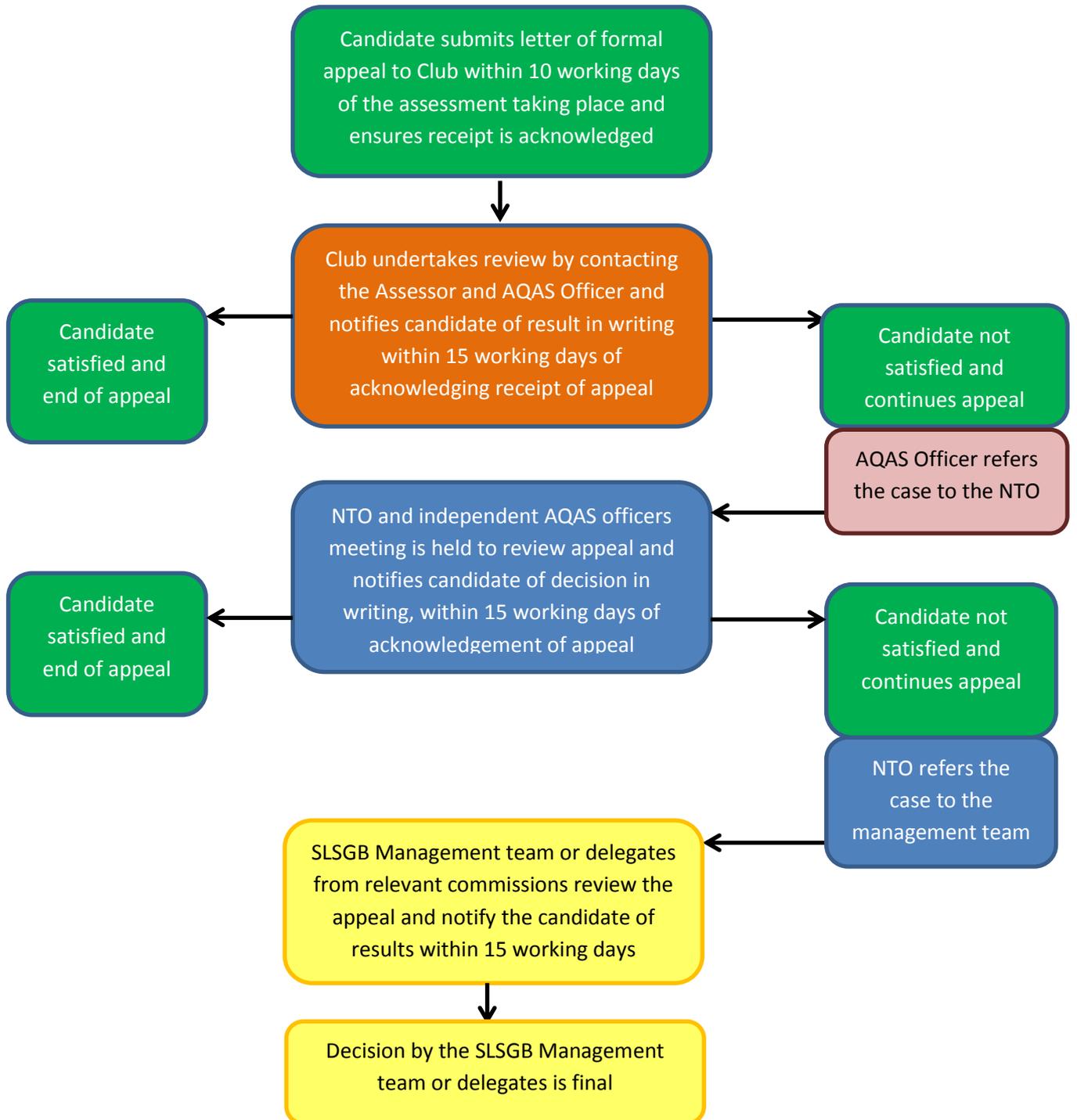
Appeals should be made within six weeks of the date that the candidate first raised the issue with the Assessor. The Assessor and club Officer may wish to refer to the Area Quality Assurance and Support Officer (AQAS) for recommendations and advice. The AQAS may elevate the issues to the National Training Officer and relevant SLSGB commission members to hear an appeal, if required. The grounds on which a candidate can appeal are based on the contravention of assessment procedure and where this has resulted in the candidate being treated unfairly.

Here are some examples of grounds for an appeal:

- Administrative shortcomings - for example, inaccuracy in recording assessment progress, assessment results or unreasonable delays in doing so.
- Inadequate resources - for example, inappropriate or insufficient physical resources, or inexperienced and unqualified staff provided (please note that some assessments require the candidate to organise resources and personnel and cannot be reliant on others to achieve this for them)
- Shortcomings in the conduct of assessment - for example, non-availability of alternative assessment methods or the use of extraneous criteria by your assessor (alternative assessment methods must remain reasonably appropriate to the role/competencies to be demonstrated e.g. a lifeguard swim time has to be demonstrated by swimming a certain distance within a certain time and cannot be otherwise)
- Barriers to access - for example, the imposition of unreasonable requirements as a pre-condition to assessment – e.g. necessitating the assessment to be held in excessively challenging or easy conditions, when the assessment criteria do not require it.
- Lack of equal opportunities - for example, discrimination against your age, gender, race or creed, or other contraventions of SLSGB’s equal opportunities policy
- If you feel that your assessor has made an unfair judgment or decision about your competence or evidence, you must give clear information about this and relate it to the published standards or the assessment process.

If your appeal is forwarded to an SLSGB commission for a panel decision, their decision will be final. You will receive notification of any decisions from the commission via the SLSGB National Training Officer. Any complaints about the application of the appeals process should follow the complaints procedure.

## SLSGB Appeals Process Flowchart



## **Appeal Outcomes**

### **Appeal upheld**

If your appeal is upheld at any stage during its hearing, you will receive a written apology from the Assessor and, if appropriate, your assessment record will be amended. You may be given opportunities for further assessment at no additional cost. Lessons learnt from the decisions will be notified to other assessors and Area Quality Assurance Officers to prevent similar errors from occurring.

If your appeal was on the grounds of discrimination, you will receive a written apology and the situation will be immediately rectified to ensure that you have fair access to your chosen qualification. As appropriate, staff will receive a full briefing on the issues, and receive any additional training required to ensure they are fully conversant and supportive of the equal opportunities policy.

### **Appeal not upheld**

If your appeal is not upheld, you will receive written notice of this with the reason for the decision from the relevant individual. The Area Quality Assurance Officer will be provided with all the relevant documentation on your appeal and may review the case as part of his/her monitoring procedures on the Trainer/Assessor or centre. This will not normally involve conducting re-assessments or speaking with you.