Learner Appeals, Reporting and Handling Procedure

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 their appeal.

It is ultimately the responsibility of the Head of the Centre (Andrea Livesey) to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by StreetGames UK, they may take their appeal to the 1st4sport Incidents and Investigations Manager. Where a learner remains dissatisfied after the appeal outcomes have been confirmed by 1st4sport, they have a right to take the matter to the appropriate regulator[[1]](#footnote-1).

**Stage 1**

Where possible the appeal should be made, in the first instance, to the tutor/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 **StreetGames UK** Learner Appeals Form 1 provided.

The tutor/assessor should explain the rationale for the decision that is being disputed. The tutor/assessor is also required to record an overview of the appeal and the outcome of the discussion and forward this to the **StreetGames UK** Head of Centre who will then retain this document with the centre’s assessment and appeals records.

If stage one is not possible, learners should go directly to stage 2.

**Stage 2**

If learners have been through stage 1 and/or remain dissatisfied with the assessment decision and wish to challenge the outcome then they are required to appeal in writing to the **StreetGames UK** Head of Centre within 14 working days of the Stage 1/2 process. They should do this using the **StreetGames UK** Learner Appeals Form 2.

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 assessment (ie 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 (ie learner evidence, record of feedback from the assessor involved).

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| **All appeals should be sent to:** |
| Head of Centre, Andrea Livesey,  StreetGames UK Limited,  61 Mosley Street,  4th Floor Woolwich House,  Manchester.  M2 3HZ |

Upon receipt of the appeal the Head of Centre 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 Head of Centre will then conduct an investigation ensuring that another member of personnel is involved. The investigation is conducted with a focus on a review and/or reassessment of the learner’s work against the assessment criteria for the qualification, where this is required. The Head of Centre will write to the learner within 20 working days with the findings and a decision as to whether the appeal was justified.

One of the following decisions will be communicated to the learner by the Head of Centre in writing within 20 working days. This will be to either:

* uphold the original assessment decision
* offer the learner an opportunity for a re-sit/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 to any other individual who supported the investigation.

Copies of records of appeals are retained with the assessment and appeals records. StreetGames UK will retain records of appeals for a minimum period of five years.

**Stage 3**

If learners have followed Stage 1 (if applicable) and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body (1st4sport Qualifications) within 20 working days of the decision being communicated to them by StreetGames UK.The 1st4sport appeals procedure can be accessed online via [www.1st4sportqualifications.com](http://www.1st4sportqualifications.com). On the home page, learners should click on ‘information for learners’ and ‘customer service’.

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| **All Stage 3 appeals should be sent to:** |
| Address: FAO: Incidents and Investigations Manager  1st4sport Qualifications  Coachwise Ltd, Chelsea Close  Off Amberley Road  Leeds LS12 4HP  Email: [IManagement@1st4sportqualifications.com](mailto:IManagement@1st4sportqualifications.com) |

**Stage 4**

If learners have followed Stage 1, 2 and 3 of this appeals procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

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| Ofqual | http://ofqual.gov.uk/ | The Welsh Government | http://wales.gov.uk/ |
| CCEA | http://www.rewardinglearning.org.uk/ | SQA Accreditation | http://www.sqa.org.uk/ |

**StreetGames UK Learning Learner Appeal Form 1 Stage 1**

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| --- | --- | --- | --- | --- |
| **Learner’s name:** | |  | | |
| **Date of assessment:** | |  | | |
| **Name of trainer 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

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| --- | --- |
| **Date of meeting:** |  |
| **Trainer Assessor Response:** | |
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| --- | --- | --- | --- |
| **Signed:** | | | |
| **Trainer Assessor:** |  | **Date:** |  |
| **Learner:** |  | **Date:** |  |

**StreetGames UK Learning Learner Appeal Form 2**

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| --- | --- |
| **Learner name:** |  |
| **Learner registration number:** |  |
| **Date appeal submitted:** |  |
| **Address:** |  |
| **Email address:** |  |
| **Contact number:** |  |
| **Date of assessment:** |  |
| **Name of trainer 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 (eg learner evidence, record of feedback from the assessor involved). Learners should keep a copy of this form.

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| **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:** |  |

To be completed by the Head of Centre

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| **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** | |  |

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| **Signed** | | | |
| **Head of Centre:** |  | **Date:** |  |
| **Learner:** |  |  |

1. Office of Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland, The Welsh Government in Wales and Scottish Qualifications Authority (SQA) Accreditation in Scotland. [↑](#footnote-ref-1)