



## Appeals Policy

Approved by:	Liz Lee
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Amended:	

The Appeals policy is designed to protect the interests of all learners and also to protect the integrity of the qualification.

Students have the right to appeal in the event that they are dissatisfied with the following:

- The assessment decisions made by Amacsports Ltd, where applicable
- The assessment decisions made by the Awarding Organisation
- The decision by Amacsports Ltd not to support an enquiry or appeal to the Awarding Organisation

A copy of the appeals procedures for awarding organisations is available to all students.

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances. All appeals externally awarded qualifications must be via the formal procedures of the Awarding Organisation and supported by Amac's lead internal verifier.

Every attempt will be made to resolve disputes as near as possible to the point of origin. Amacsports Ltd will keep appeals records for inspection for six years.

### **Informal Procedure**

Where a candidate wishes to make an appeal against the quality of provision at the centre he/she should first of all attempt to resolve the matter by a direct approach to the assessor/lead internal verifier/Managing Director.

If the matter remains unresolved the candidate may require a personal interview with the Managing Director. Before the personal interview, the Managing Director should have obtained an independent second opinion on the initial decision.

If, after any action to resolve the dispute taken by the lead internal verifier, the matter is not satisfactorily resolved, the complainant may use the formal procedure.

### **Formal Procedure**

Once the informal procedure has been exhausted, or if it is inappropriate to the circumstances, the formal procedure is to be followed.

The complainant will be required to submit a formal complaint in writing to the Managing Director.

Within 10 working days of receiving the written appeal, the decision of the Managing Director should be communicated to the student/trainee.

Decisions by the Managing Director regarding the quality of teaching provision are final.

If the complainant disagrees with the result of the formal Appeals procedure regarding assessment decisions, they may utilise the Awarding Organisations formal Appeals procedure, if applicable, for which they must be supported by the centre.

### **Further Appeals**

Any student wishing to appeal against the operation of the Appeals Procedure can do so in writing to the Managing Director.