

BallZone

Learner Appeals Procedure



The Learners Appeal Procedure has been written for learners whom have received an assessment decision they wish to contest. BallZone will ensure this procedure is published and made accessible to all centre personnel, learners and any relevant third parties.

Learners wishing to appeal must do so within 10 working days of receiving the assessment decision they wish to contest. Learners are advised to keep copies of all documents relating to their assessment and appeal and should use the templates in the appendix section of this document.

The Learner Appeals Procedure is broken down into the following stages:

Stage 1

For the Learner

Where possible the appeal should be made, in the first instance, to the assessor who made the assessment decision. At this stage the learner is recommended to put the appeal in writing, to the assessor, using the *BallZone Learner Appeals Form 1* provided on page 3.

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

For the Assessor

The assessor should explain to the learner his/her rationale for the decision that is being contested. The assessor is also required to record an overview of the appeal and the outcome of the discussion and forward this to BallZone using the *Assessor Appeals Log* located on page 4. BallZone will retain this document as part of the appeal file.

Stage 2

For the Learner

If a learner is unable to complete Stage 1, they should put their appeal in writing using the *BallZone Learner Appeals Form 1* provided on page 3 and forward it to BallZone within 10 working days of receiving the assessment decision.

If learner has completed Stage 1 and remains dissatisfied with the assessment decision and wishes to continue to challenge the assessment outcome, they are required to appeal in writing to BallZone within 10 working days of Stage 1 having been completed. They should do this using the *BallZone Learner Appeals Form 2*, included on page 5.

BallZone will acknowledge receipt of the appeal documentation within 10 working days of receipt and outline the course of action to be taken. BallZone will carry out an investigation of the appeal involving a member of staff who is independent of the process. BallZone, within 20 working days of receipt of the appeal, will write to the learner with the findings of the investigation and a decision as to whether the appeal is justified.

These decisions will be recorded on the *Learner Appeal Form 2*, which can be found on page 5.

All appeals should be sent to:

BallZone - Appeals
B12.3 Tameside House
Tameside Business Park
Windmill Lane
Denton
M34 3QS

Stage 3

If a learner has followed Stage 1 (if applicable) and Stage 2 of the appeals procedure and remain dissatisfied with the outcome, where applicable they have the right to escalate their appeal to the awarding body (1st4sport Qualifications) within 20 working days of the decision being communicated to them by Coachwise Learning. The 1st4sport appeals procedure can be accessed online via www.1st4sportqualifications.com.

On the home page, learners should click on 'information for learners' and 'customer service'.

All Stage 3 appeals should be sent to:

Address:
Quality Management Team
FAO: Quality Assurance Officer
1st4sport Qualifications
Coachwise Ltd
Chelsea Close
Off Amberley Road
Leeds
LS12 4HP

Email:
qmt@1st4sportqualifications.com

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BallZone Learner Appeals Form 1

Learner's name:	
Date of assessment:	
Name of the 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 (if appropriate)

Date of meeting:	
Assessor Response:	

Signed:			
Assessor:		Date:	
Learner:			

Assessor Appeals Log

Assessor:				
Qualification:		Recognised centre:	BallZone Limited	
Event number:		Venue/site:		
Learner name:				
Feedback:				
Assessor Signature:			Date:	

BallZone Learner Appeals Form 2

Learner name:	
Learner registration number:	
Date appeal submitted:	
Address:	
Email address:	
Contact telephone number:	
Date of assessment:	
Name of 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). You should keep a copy of the completed form.

Type of Assessment and Nature of the Appeal	
Details of Original Assessment Decision	
Signature of learner:	Date:

Please attach any additional information, if necessary.

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To be completed by BallZone

Date of appeals meeting:			
Meeting attendees:			
Summary of the meeting discussions:			
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			

Signed			
BallZone:		Date:	
Learner:			