



## The Swim Surgery Appeals Policy – Training Courses Only

### Introduction

The Swim Surgery is used to train teachers and swimming teachers on behalf of Safety Training Awards. It uses self-employed freelance tutors and assessors to conduct its work. The Swim Surgery was established in and owned by Lynn Goring-Crook.

### Purpose

The Swim Surgery is committed to providing an efficient and high standard of service to all.

We are continually working to achieve this high level of service by maintaining quality assurance standards which are compliant with regulatory requirements. 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 training provider or learner may wish to question a decision.

### Policy

Our Approved Training Centre will ensure:

- 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
- The 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

**Everyone has the right to appeal if they believe that their assessment decision, or a decision following a malpractice or maladministration investigation is incorrect. This policy will define the stages and procedures you would need to follow, guidance is as follows:**

- The process you need to follow to submit an enquiry or appeal
- The timescales for an enquiry or appeal
- How and when you will be notified of the outcome

**The Swim Surgery will accept an appeal in relation to the following:**

- 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

We are committed to providing an equal opportunity for all, where possible to communicate with us. Therefore, if a learner or provider wishes to enquire or appeal against an assessment decision they have clear guidance on how to proceed.

Firstly, we advise all learners to discuss any concerns or enquiries relating to the result of the assessment with the tutor and/or assessor to resolve the issue. If you are not satisfied with the outcome then please contact Southern Swim Schools and The Swim Surgery for further advice and guidance or refer to the guide within this policy.

The Swim Surgery

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**Appeals Procedure**

Appeals must be lodged with Centre Co-ordinator Lynn Goring-Crook within 10 working days of the date of assessment. If you appeal involved Lynn Goring-Crook's tutoring/assessing your appeal will be transferred to another member of the centre. Should a learner then wish to appeal against a decision made after a complaint has been investigated then they should refer to our Complaints Procedure.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals will be investigated and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 15 working days.

This will be the final route of escalation within The Swim Surgery. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the STA directly. There contact details are available below.

Safety Training Awards

[www.sta.co.uk](http://www.sta.co.uk)

Tel: 01922 645 097

Should you address your appeal to the STA and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of Southern Swim Schools and The Swim Surgery or the STA will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

### **Monitoring and Review**

We will monitor all of the feedback that we receive in relation to the issues affected by the Policy and will amend the policy as necessary.

The Policy will be updated with any amendments to existing legislation or new legislation.

In any event, all policies are reviewed annually although updates to versions etc. will only take place every three years should there be no other changes to the policy.

### **Document Owner and Approval**

The Swim Surgery is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

This policy was approved by the Company Partners on 9<sup>th</sup> July 2018 and is issued on a version controlled basis under the signature of Lynn Goring-Crook

Date	Version	Author	Amendment Details
9/7/2018	1.0	Lynn Goring-Crook	Creation of document
29/7/2019	1.1	Lynn Goring-Crook	Update contacts and annual review
01/07/2021	2.0	Lynn Goring-Crook	Removal of SSS

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