

Procedure for an Appeal against the Assessment Decision

APPEALS PROCEDURE

If a candidate feels there is a justified reason for disagreeing with the assessment made by the Course Tutor (assessor) or the Internal Verifier the following procedures should be adopted:

The first stage in the appeals procedure is to the Tutor/Assessor and should be made in writing stating the nature of the appeal. A copy should be sent to the Centre Contact.

The Tutor/Assessor is required to respond to the complaint within 10 working days with a copy to the Centre Contact and the Internal Verifier.

- 1.0 Course Tutor(s) may:
 - 1.1 confirm the original assessment
 - 1.2 revise the original assessment

- 2.0 In light of the above the candidate may:
 - 2.1 accept the assessment
 - 2.2 appeal to the Internal Verifier

- 3.0 In the event of 2.2, the Internal Verifier may:
 - 3.1 confirm the original assessment made
 - 3.2 support the appeal on the basis of the evidence produced and reaches agreement with the Assessor and candidate. In the unlikely event of a disagreement between the Course Tutor and Internal Verifier with regard to the assessment of a candidate the decision of the Internal Verifier will prevail.
 - 3.3 are unable to make a decision on the basis of the evidence provided.

- 4.0 In the event of 3.3, the Internal Verifier will submit a full report to the External Verifier who may:
 - 4.1 confirm the original assessment
 - 4.2 support the appeal on the basis of the evidence produced
 - 4.3 submit the report to the Swim England Appeals Panel
 - 4.4 In addition to the above the outcome to the appeal may require the candidate to be re-assessed in a specific assessment area or against the total assessment criteria

NB In the event of an appeal being submitted to Swim England a fee equal to Swim England assessment fee will be charged. This will only be refunded if the appeal is upheld.

5.0 If a tutor or a candidate feels that the results of an assessment differ materially from those expected a re-mark and report may be requested. A fee will be charged to the candidate. Requests for a re-mark should be made in writing to the Swim England accompanied by the fee. The request must be received within 14 days of the date of dispatch of the results from Swim England. In the event of a re-mark resulting in a pass result, the re-mark fee will be refunded.

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