

# Appeals against assessment decisions policy

<b>Policy ref.</b>	IOSPOL0006	<b>Process owner</b>	Quality Officers (QO)
<b>Version</b>	<b>Date of Issue</b>	<b>Date of Previous Review</b>	<b>Date of Next Review</b>
3	1 <sup>st</sup> August 2014	1 <sup>st</sup> October 2018	1 <sup>st</sup> October 2109

If a learner is unsatisfied with an assessment decision made by an assessor on an Institute of Swimming course they should make a formal appeal, in writing, within 28 days of being informed of that decision. The appeal should include information on why the learner believes that the original assessment decision should be reviewed. Appeals should be addressed to [iosqualityteam@swimming.org](mailto:iosqualityteam@swimming.org) or to:

Institute of Swimming Quality Team  
SportPark  
3 Oakwood Drive  
Loughborough  
Leicestershire  
LE11 3QF

Once an appeal is received, the following procedure is applied:

## Stage 1 - Within 28 days of receiving the appeal

The course assessor to review the original work along with the learner's report. Assessor to write a brief report detailing the assessment decision with their justification. One copy will be submitted to learner, one copy will be retained by the Institute of Swimming.

If a resolution is not reached following Stage 1 then the learner should let it be known, in writing within five working days that they wish to progress to Stage 2.

## Stage 2 - Within 28 days of receiving learner notification

Original work to be reviewed by the course Internal Verifier (IV) taking into account the learner report. IV to write a brief report detailing the findings of their review. One copy will be submitted to learner, one copy will be retained by IoS.

If a resolution is not reached following Stage 2 then the learner should let it be known, in writing within five working days that they wish to progress to Stage 3.

## Stage 3 - Within 28 days of receiving learner notification

Appeals panel will be convened by the Institute of Swimming. Each member of the panel will review the original work along with all reports to date independently and prior to meeting. Panel will then meet to discuss their findings and make a final decision. A majority agreement from the panel will be considered final.

The Institute of Swimming appeals panel will be convened by the IoS Quality Manager and will be made up of three people chosen from the following groups:

- The IoS Quality Manager
- Institute of Swimming Internal Verifier (not the original course IV)
- Institute of Swimming tutors (not the original tutor)
- Institute of Swimming Quality Intervention Officers

If a learner decides to take their appeal to Stage 3 there will be a charge of £100. This charge will be refunded if the appeal is successful.

If the learner is not satisfied with the decision reached by the appeals panel then they will be referred to the Awarding Organisation and will be subject to their appeals policy.