

Appeals Procedure and Policy

APPEALS PROCEDURE AND POLICY | Sports Therapy UK 2017

Introduction

1. This policy describes how Sports Therapy UK (S.T.UK) will handle any appeals and provides students with guidance of how to appeal. A student may appeal against an exam or assessment outcome and this document is aimed at clarifying the parameters of an appeal, and a staged process towards a conclusion. Concerns which do not refer to the outcome of an appeal or assessment should be handled under other relevant procedures. The Student Complaints Policy & Procedure can be found under the Policy Docs in the Student Centre tab on our website: <http://www.sportstherapyuk.com/student-centre>
2. An appeal is '*An expression of dissatisfaction with the outcome of an exam or assessment due to:*
 - a. *an irregularity with the fair and consistent application of assessment/exam procedures or clerical error which has negatively affected;*
 - b. *a clerical error'*
3. This means that an appeal will not be considered on the basis that it is a direct challenge of academic judgement.
4. S.T.UK aims to address appeals reasonably and fairly, and at the earliest possible opportunity. This means that appeals may be handled informally in the interests of swift resolution, and to the students' satisfaction.
5. S.T.UK is constantly looking at ways to improve its' procedures. Therefore, where S.T.UK finds opportunities to improve processes and procedures following the outcome of an appeal, it may do so. This may not be considered an admission of fault in relation to any singular appeal.

Appeals at Sports Therapy UK

6. The **Appeals Procedure and Policy** gives details of how to proceed where students wish to appeal to SPORTS THERAPY UK about the outcome of an exam or assessment.
7. If you have concerns about the conduct of SPORTS THERAPY UK in relation to our status as an approved training centre for VTCT, please refer to **Complaints Procedure & Policy** for guidance on how to proceed, which can be found <http://sportstherapyuk.com/student-centre/policy-documents>.
8. Dissatisfaction with any aspect of the service provided by S.T.UK, which is deemed to have fallen below your expectations and our own standards, should be handled under the **Student Complaints Policy** (signposted above).
9. Appeals will not normally be considered if they are not raised within 7 working days (at stage 1) or 10 working days (at stage 2) of receiving the outcome for the exam or assessment in question. However, S.T.UK may still review late appeals, where S.T.UK is aware of genuine extenuating circumstances.

10. If S.T.UK finds that your appeal does not meet the criteria for appeal stated under section 2a, 2b, 3, 9, 12b or 13b, and 13c, S.T.UK will not normally consider your appeal. S.T.UK will communicate this to you in writing explaining why your appeal may not be considered.
11. Appeals will follow a three stage process:
- Stage 1 (Informal)
 - Stage 2 (Review by Internal Verifier)
 - Stage 3 (Review by VTCT)

How to Appeal

12. Stage 1 (Informal)

- a. A student may raise an appeal verbally or in writing, about the outcome of an exam or assessment, directly with the assessor or via the administration office email address: info@sportstherapyuk.com.
- b. An appeal submitted at stage 1 must be made by students within 7 working days of receiving the outcome of an assessment of exam and must include the following:
 - Details of appeal (i.e. What it is about, how it happened and any supporting evidence)
 - Your contact details, including name, telephone number and email address
 - How you would like your appeal to be resolved
- c. Where an appeal is received in writing, S.T.UK will acknowledge an appeal within 2 working days, and respond to the appellant, in writing, within 5 working days of receipt.
- d. Students will be informed advance, where S.T.UK expects a delay in providing a student with a response to their stage 1 appeal.
- e. If at this stage, a student is dissatisfied with the response, or time taken to respond to an appeal they may refer to stage 2 of the appeal procedures.
- f. Should S.T.UK find it appropriate to review an appeal raised at stage 1, S.T.UK reserves the right to progress the appeal directly to stage 2 of the appeal procedures.
- g. Where an appeal refers to concern regarding the conduct of an Assessor, S.T.UK will seek to resolve the issues at stage 2 of these appeal procedures.

13. Stage 2 (Review by Internal Verifier)

- a. If a student is dissatisfied with outcome to an appeal handled at stage 1 of these procedures, they may write to S.T.UK outlining their appeal, and reason/s for their continued dissatisfaction.
- b. A stage 2 appeal must be submitted in writing, within 10 working days of being notified of the outcome to their stage 1 appeal.
- c. In order for an appeal to be considered at stage 2, the following must be provided:
 - Details of appeal (i.e. What it is about, how it happened and any supporting evidence)
 - Your contact details, including name, telephone number and email address
 - How you would like your appeal to be resolved
- d. S.T.UK will acknowledge an appeal received at stage 2, within 2 working days and seek to provide students with an outcome within 10 working days of receipt. This allows adequate time to fully investigate a complaint.
- e. Where an appeal relates to the conduct of a staff member, S.T.UK may need to interview staff or students involved.
- f. Where S.T.UK becomes aware that it is not able to provide a response to an appeal within 10 working days of receipt, students will be notified and provided with a date upon which they may expect a response.

14. Stage 3 (Review by External Verifier)

- a. If a student remains dissatisfied with the outcome of a stage 2 appeal review, the appeal may be escalated to VTCT.
- b. Appeals to VTCT about an assessment decision or enquiry about results must be submitted within 20 working days of the publication of that decision.
- c. An appeal will not be handled by VTCT until completion of internal S.T.UK appeals procedures.
- d. For an Enquiry About Results, VTCT charges the appellant a fee of £12.50 per learner. For an appeal VTCT charges the appellant a fee of £150 per learner which is refunded should the appeal be successful.
- e. S.T.UK will retain all coursework for at least 20 days beyond the date of results notifications or the publication of enquiries about results.
- f. S.T.UK will not appeal on behalf of a student(s) without their written permission from the student(s) concerned. Students should be aware that grades/results can go up or down following investigation.
- g. More information on how to appeal to VTCT may be found in the Appeal Policy & Procedures on the VTCT website: www.vtct.org.uk or by clicking the link below: <https://www.vtct.org.uk/download/enquiries-appeals-policy/appeals-policy-and-procedure/> under section 3.
- h. Appeals to VTCT can be made via lucystrand@vtct.org.uk

