

2023

APPEALS & COMPLAINTS FOR VOCATIONAL TRAINING



UK
FITNESS
INSTITUTE



THE
VOCATIONAL
ACADEMY

Michael

UK Fitness Institute and The Vocational
Academy

1/3/2023

Learner Complaints Procedure

The Vocational Academy Essex LTD provide a formal route for learners wishing to complain about its services.

All complaints will be treated seriously and confidentially. Please note that in order to properly investigate your complaint it may be necessary to disclose limited, relevant information, to third parties in the form of personal data i.e. information from which you can be identified. Information about a complaint will only be given to people directly and everyone involved will be advised of the need for confidentiality.

A complaint or dissatisfaction with our service can be brought to the attention of the Quality Assurance Manager in writing our address is:

The Vocational Academy Essex LTD
2nd Floor, Unit 1 Eldon Way Ind Estate
Hockley
Essex
SS5 4AD

You can also complete the form at the end of this document (Appendix 1) and e-mail it to:

Michael Rickards – mrickards@thevocationalacademy.co.uk

We will ensure acknowledgement of your complaint is made in writing within 48 hours, giving an indication of our proposed action. A considered response would then normally be made within 10 working days. You should include:

- A clear explanation of the nature of your complaint or query
- Your full name and contact details
- Copies of any supporting documentation

Our procedure covers all complaints about course delivery and administration, administrative support, quality assurance services, supporting resources including any allegations of discrimination or harassment and wherever possible we hope to satisfactorily resolve your complaint.

After receiving the outcome decision of your complaint, should you still remain unhappy with the outcome, you may contact the relevant awarding organisation on the details below and a representative from The Vocational Academy and the awarding organisation will consider the details of your complaint further.

Please provide full details of the complaint and action taken so far to the following address:

YMCA Awards:

Customer Service Manager YMCA Awards, 112, Great Russell Street London WC1b 3NQ

Active IQ:

Customer Service Manager Westminster House The Anderson Centre Ermine Business Park Cambridgeshire PE29 6XY

Highfields (HABC):

Customer Service Manager Highfield House, Heavens Walk, Lakeside, Doncaster, DN4 5HZ

The awarding body will confirm receipt of the complaint within 48 hours. A considered response will be given within 14 days.

If the awarding body are unable to resolve the complaint it will be referred to the Chair of the Independent Committee for final investigation and resolution.

Should you address your complaint to the awarding organisation and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of The Vocational Academy or the relevant awarding organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

Learner appeals procedure

Appeals Procedure

The Vocational Academy Essex LTD and UKFI provide a formal route for learners wishing to appeal against an assessment decision.

All learners are assessed against agreed criteria as detailed in the course/unit syllabus which is published by the awarding body. Assessment decisions are made by assessors who are trained, and who have a recognised Assessor Award in one of the following:

Level 3 Award in Assessing Vocational Achievement
Level 3 Award in Assessing Competence in the Work Environment
Level 3 Certificate in Assessing Vocational Achievement
SVQ Learning and development Unit D9 – Assess workplace competence using direct methods
SVQ Learning and Development Unit D9I – Assess workplace competence using direct and indirect methods

Areas for Appeal

Learners can appeal against an assessment decision relating to:

- The mark for an individual item of coursework e.g. worksheets and case studies

- The final result of any element of assessment e.g. planning, teaching and/or evaluation
- The external assessment (theory paper)
- The final overall internal/external assessment decision for a qualification

Grounds for Appeal

An appeal may be made if:

- The assessment was not conducted in accordance with the college's regulations
- Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance
- There was inappropriate or irregular behaviour on the part of the assessor

The centre Internal Quality Assurer is responsible for managing the appeal and must hold a recognised internal quality assurance qualification in one of the following:

Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice

Level 4 Certificate in leading the Quality Assurance of Assessment Processes and Practice

SVQ Learning and Development Unit 11 – Internal Quality Assurance

Appeals Procedure

Stage 1:

- The learner should firstly discuss the reason for the appeal with the Assessor or Internal Quality Assurer (if possible) on the day of the assessment
- If this does not resolve the appeal the learner should complete the Learner Appeal Form and submit to the Internal Quality Assurer within 5 days from the date of the assessment – include any supporting evidence (see additional notes below)
- The Internal Quality Assurer will investigate the appeal and respond in writing within 7 working days

Stage 2

- If the learner feels that the outcome is unsatisfactory they should complete the relevant section of the Learner Appeal Form and re-submit to the Internal Quality Assurer
- The college will then notify the awarding body's External Quality Assurer.

- If the awarding body's External Quality Assurer was not present or is unable to resolve the appeal issue, the learner will be directed to the third stage of the appeals process

Stage 3

- The learner should complete a written appeal directly to the appropriate awarding body's Lead External Quality Assurer, who will investigate the matter thoroughly and respond in writing within 21 working days
- If the learner feels that the Lead External Quality Assurer has been unable to bring the matter to a satisfactory conclusion, the appeal may be referred directly to the awarding body's Director of Awarding

Stage 4

- The learner may be offered a formal appeals hearing. This will be conducted within 6 weeks and will be conducted by the appeals panel
- Provision of an appeals hearing will incur a nominal fee. The fee will be refunded if the appeal is upheld

Additional Notes

- It is extremely difficult to investigate appeals without impartial evidence. Therefore appeals against referrals in practical teaching based solely on the learner's disagreement with the assessor's decision will only be considered when accompanied by a video recording
- The learner has the right to video any aspect of their assessment using their own video recording equipment provided it does not interfere with the assessment process, other learner's or the assessor's ability to carry out their role(s)
- It is the responsibility of the learner to arrange a video operator
- It is the responsibility of the learner to notify the centre where their assessment is taking place of any medical problem which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date
- Theory papers that are externally assessed by the awarding body are marked electronically and sampled regularly
- Appeals against referrals in the external theory result can result in the following action:
 1. Investigation into the centre's invigilation procedures/delivery
 2. Hand marking of the theory papers
 3. Investigation into the content of the theory paper by the awarding body's Senior Qualifications Manager

Should you address your appeal to the relevant awarding body and remain unhappy with the outcome you may then raise your appeal to the relevant qualification

regulator. Either a representative of The Vocational Academy or the awarding organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the centre coordinator directly on 01702 596022 or email mrickards@thevocationalacademy.co.uk

Appendix 1: Complaints Form

Please complete the form below and e-mail to admin@thevocationalacademy.co.uk where your complaint will be dealt with quickly, efficiently and confidentially. We will aim to respond to your complaint within 14 days of receipt of your completed form.

Name of complainant: _____

Date of complaint: ____/____/_____

E-mail: _____

Contact details: _____

Address: _____

Mobile number: _____

Date of reported incident: ____/____/_____

Incident location: _____

Complaint details: _____

	<p><i>If handwriting, please use a continuation sheet if required</i></p>
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Desired outcome: _____

Signature: _____

Appendix 2: Assessment Result Appeals Form

Apprentice/Customer Name:	
Employer Name:	
Assessor Name:	
Quality Assurer:	
Date of Assessment:	
Date Assessment Decision Received:	
Date of appeal:	
Please enter the details of your appeal below:	
Signature:	
Assessor response:	
Name:	
Signature:	

Evidence reviewed and outcome of decision:

Name:
Signature:
Position: