

## Appeals Against Assessment Decisions Policy Statement

Should a Learner feel that they have been unfairly assessed with regards to the log book, Learner Achievement Portfolio (LAP) practical skills or knowledge assessment the following procedures should be adopted.

1. Consider discussing the matter with the Assessor and their Tutor/Trainer.
2. If still dissatisfied, raise a formal written complaint using the attached form within 1 week.
3. Dependent on the award, the Assessor may confirm or revise the assessment decision.
4. The Learner may accept the decision or appeal to the Internal Verifier or the Awarding Organisation (AO) within 2 weeks.
5. If the Internal Verifier is required to investigate. They may confirm the assessment decision, support the appeal or refer the appeal to the Director of Training at SwimBag's head office or the AO within 1 month.
6. If the Director of Training is required to investigate. They may confirm the assessment decision or support the appeal. Where additional fees are required, these will be paid by the complainant and only refunded where the appeal is upheld.

In all cases it is expected that copies of all forms be supplied to SwimBag's Head Office for the attention of the Director of Training and that written responses from all parties i.e. Tutor / Trainer, Assessor, Internal Verifier, SwimBag's Head Office and the complainant be made within 10 working days of receipt of correspondence.

For Lifeguarding, NRASTC and other awards from the RLSS or Safety Training Awards (STA) the assessment decision will not be over turned by the AO. If candidates feel the conduct of the assessment was unfair, they have the right to escalate the complaint to the AO.

RLSS	0300 3230 096 or <a href="mailto:compliance@rlss.org.uk">compliance@rlss.org.uk</a>
STA	01922 748384 or <a href="mailto:compliance@safetytrainingawards.co.uk">compliance@safetytrainingawards.co.uk</a>

### Contact details

1. All queries concerning this policy statement should be addressed to:  
The Training Director, SwimBag Limited, 29 Redbridge, Peterborough, PE4 5DP Tel: 01733 321399, Email: [trainingdirector@swimbag.com](mailto:trainingdirector@swimbag.com)

### Review

2. This document was last reviewed on 19/06/23
- A P Longland, Training Director, SwimBag Limited