



## **ITC First Aid Ltd**

# **P5 Appeals Policy & Procedures [2.1]**

**March 2010**

## ITC First Aid Ltd

Registered in England  
Company Number 5750596

### Postal Address

ITC First Aid Ltd  
The Fish Quay  
Victoria Dock  
Hartlepool  
TS24 0JH

**Telephone** 0845 370 7610 (local rate from anywhere in UK)  
**Fax** 0845 370 7620

**Ask for**  
ITC Awards Manager for all queries regarding ITC operations.

**E-mail** [mail@itcfirstaid.org.uk](mailto:mail@itcfirstaid.org.uk)  
**Website** [www.itcfirstaid.org.uk](http://www.itcfirstaid.org.uk)

### Website Access

For all policy statements and downloadable documents

## Appeals Policy and Procedures

### 1. Introduction to the Document

This document has two sections

**Section 1** (page 2 – 4) relating to Candidate appeals.

**Section 2** (page 5 – 7) relating to Centre and Provider appeals

#### 1.1 Appeals

Any individual or organisation that is affected by a decision made by ITC First Aid Ltd or their approved Centres, Providers or Trainers is eligible to take advantage of the appeals process.

#### 1.2 Candidate Appeals

All areas of concern to candidates, including but not limited to administration and assessment errors, perceived discrimination and failure to take into account any special circumstances.

#### 1.3 Centre, Provider and Trainer Appeals

All areas of concern to those delivering courses, including but not limited to decisions regarding approvals and sanctions, External Verifier decisions, requests for reasonable adjustments or special consideration, or decisions relating to malpractice or misconduct.

#### 1.4 Specific point of contact

Ask for Awards Manager – Bernie Hartshorn  
Or Chief Verifier – Ian Moore

#### 1.5 Summary of full Appeals Process

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally with a minimum of delay. Time deadlines can be found in the ITC Customer Charter.

- Clarification of the original decision
- Informal dialogue to review the context and criteria of the decision
- Administration, procedure and systems check
- Appeals Committee meets
- Appeals Committee decision
- Appellant informed of subsequent actions
- Appeals Review Committee meets upon payment of fee (refundable if appeal review is upheld)
- Appeals Review Committee decision
- Appellant informed of subsequent actions
- Report produced for ITC First Aid Ltd action and Annual Report

## Section 1

### 2. Candidate Appeals

#### 2.1 Introduction

This section of the document contains the procedures for use by candidates should they wish to appeal against an assessment decision. The procedures are transparent, impartial and confidential.

Candidates are strongly recommended to pursue any enquiry, complaint or grievance informally by making a telephone or email enquiry, before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

There is a time limit for making appeals (3 weeks). There is a time limit of a further 3 weeks to review this appeal, an appeal review fee is payable (refundable if the appeal is upheld).

#### 2.2 An Appeal

Is a request for a review of an assessment outcome if the candidate is not satisfied with the result of the assessment where it appears, to the candidate, that an approved Centre or Trainer has failed to meet the criteria upon which their approval, for course delivery and assessment, was granted.

#### 2.3 Grounds for Appeal

Disagreement with an assessment judgement is not normally grounds for an appeal. ITC Trainers follow strict criteria when making their assessment decisions.

Appeals generally fall into the following categories.

- Administration error - typically a mistake in recording results.
- Assessment error - perhaps using criteria other than those specified in the qualification.
- Discrimination - the method of assessment was not fair and reasonable under the circumstances, or the assessor was biased or prejudiced.

#### 2.4 Disagreement with Appeal Decisions

All appeals are considered carefully, impartially and confidentially. If after careful consideration the Candidate wishes for the appeal decision to be reviewed then a fee £ 75 + vat (£ 88.13) is required (returnable if the appeal decision is overturned), made payable to ITC First Aid Ltd.

This fee is designed to avoid deterring appellants on financial grounds yet discourage frivolous appeals. The Appeals Review Committee consists of two independent professionals and an ITC First Aid Ltd representative, normally the Awards Manager, its function is to independently resolve disagreement with appeal decisions.

#### 2.5 Monitoring Evaluation and Reporting Appeal Decisions

Candidates appeal enquiries will be dealt with according to the ITC Customer Charter (P1). The number, nature of enquiries and appeals and their outcomes will form part of the ITC Annual Performance Report. Should the result of an appeal call into question the accuracy of other results then each of the questionable results will be investigated by the Awards Manager and Chief Verifier. Appropriate proportionate action will then be taken which may include:

- An increased level of external verification.
- The withdrawal of approval for Centre/Provider to deliver one or more qualifications.
- Future Registrations will not be accepted.
- Centre or Provider approval status completely withdrawn.
- Certification for previous courses may be invalidated.

### 3. Candidate Appeals Procedure

3.1 When an informal route has proven unsatisfactory and where a candidate believes that they have grounds for an appeal they should contact the ITC Office directly, in writing, giving all relevant details.

- a) The ITC Awards Manager will acknowledge receipt of the appeal within 2 working days of receiving the correspondence and initiate the following
- b) The ITC Awards Manager and the Centre Manager or Provider or Trainer/Assessor with whom the disagreement occurred perform an administrative check to ensure that the assessment result has been carried out according to the course syllabus and assessment criteria and has been recorded properly.
- c) The ITC Appeals Committee will then consider the appeal. This Committee (2009) consists of:
  - I. The ITC Awards Manager - BH
  - II. An ITC External Verifier with no link to the candidate (assigned from out of area)
  - III. Mr John Stafford. A Senior Teacher of 35 years experience, a professional person with background knowledge of management systems. John has never delivered first aid training, or been involved in any way with the delivery of ITC qualifications, but has expertise in process, procedures and the education system developed during a teaching career that included senior management of a large comprehensive school.

3.2 In the case of appeals against assessment decisions the Committee procedure will focus on whether ITC:

- Used procedures that were consistent with regulatory criteria
- Applied the procedures properly and fairly when arriving at judgements

3.3 This Committee will either uphold the appeal or not uphold the appeal.

- a) The candidate will be informed of the decision within 15 working days. A written account of the outcome of the appeal will be posted or e-mailed to their contact address within a further 5 working days from the candidate being informed of the decision.
- b) If the appeal is **upheld** the candidate will be informed of the appropriate actions that then will be taken. The Centre or Provider will be notified of the result of the appeal and any subsequent actions to be undertaken.
- c) If the appeal is **not upheld** the candidate will be given the reasons and advised of their right to make an appeal to the Appeals Review Committee. The Centre or Provider will be notified of the result of the appeal and any subsequent actions to be undertaken.

#### Note

- Candidates cannot normally appeal the professional judgements of the internal assessor.
- When making an appeal against assessment decisions ITC will focus on whether ITC used procedures that were consistent with the 'Statutory Arrangements for the QCF' or 'Statutory Regulatory Criteria of External Qualifications 2004' and applied the procedures properly and fairly in arriving at judgements.

#### 4. Appeals Review Procedure for Candidates

4.1 When the candidate has been informed of the Appeals Committee decision and wishes to take matters further then they can request that ITC reviews the Appeals Procedure, conduct and decisions by a meeting of the Appeals Review Committee.

- a) This request should be made in writing, within 3 weeks of the Appeals Procedure decision and should contain:
  - I. The original appeal
  - II. A statement detailing why the original Appeals Committee decision was inaccurate, or the process leading to the decision was faulty.
  - III. A cheque for £75 + vat (£88.13), made payable to ITC First Aid Ltd. An appeal to the Appeals Review Committee will not be accepted without the correct fee.
- b) The Appeals Review Committee will then consider the appeal review. This Committee (2010) is made up of
  - I. An independent consultant. Ms Elaine Harris. HR specialist in higher education and currently with Scottish National Trust.
  - II. An independent consultant. Mr David Preece has a lifetime of experience in the education & management sectors a particular interest in the development of NVQ/SVQ.
- c) This Committee will either uphold the appeal review or not uphold the appeal review. The candidate will be informed of the decision within 15 working days. A written account of the outcome of the appeal will be posted or e-mailed to the contact address within a further 5 working days from the candidate being informed of the decision.
- d) If the appeal is **upheld** the candidate will be informed of the appropriate actions that then will be taken. The Centre or Provider will be notified of the result of the appeal and any subsequent actions to be undertaken. The Appeals Review Fee will be refunded.
- e) If the appeal is **not upheld** the candidate will be informed of the decision and given the reasons. The Centre or Provider will be notified of the result of the appeal and any subsequent actions to be undertaken.

#### 5. Complaint Against the Awarding Body

If you have a complaint regarding the operating systems of the Awarding Body then please contact the Regulators of Qualifications in England (OfQual) or Scotland (SQA).

<http://www.ofqual.gov.uk/>

<http://www.sqa.org.uk/>

## Section 2

### 6. Centre/Provider Appeals

#### 6.1 Introduction

This section of the document contains the procedures for use by ITC Centres or Providers should they wish to appeal against a decision.

The procedures are transparent, impartial and confidential.

Centres and Providers are strongly recommended to pursue any complaint or grievance informally, before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

There is a time limit for making appeals (3 weeks). There is a time limit of a further 3 weeks to review this appeal, an appeal review fee is payable (refundable if the appeal is upheld).

#### 6.2 An Appeal

Is a request for the review of decisions made by ITC or their representatives. If the Centre or Provider is not satisfied with the decision or where it appears, to the Centre/Provider, that the ITC representative has failed to meet the criteria upon which their approval was based.

#### 6.3 Grounds for Appeal

Typical areas for appeal could be

- A decision or recommendation regarding the Centre or Provider approval procedure.
- A decision or recommendation by an External Verifier.
- A decision to decline a request for reasonable adjustments or special consideration.
- A decision regarding a malpractice or misconduct report.

#### 6.4 Disagreement with Appeal Decisions

All appeals are considered carefully, impartially and confidentially. If after careful consideration the Centre or Provider wishes for the appeal decision to be reviewed then a fee £75 + vat (£88.13) is required (returnable if the appeal decision is overturned) made payable to ITC First Aid Ltd. This fee is designed to avoid deterring appellants on financial grounds yet discourage frivolous appeals. The Appeals Review Committee consists of an independent professional person, an external verifier not directly involved with the Centre or Provider and an ITC First Aid Ltd representative, normally the Awards Manager. Its function is to independently resolve disagreement with appeal decisions.

#### 6.5 Monitoring Evaluation and Reporting Appeal Decisions

Candidates, Centres and Provider appeal enquiries will be dealt with according to the ITC Customer Charter. The number, nature of enquiries and appeals and their outcomes will form part of the ITC Annual Performance Report. Should the result of an appeal call into question the accuracy of other results then each of the questionable results will be investigated by the Awards Manager and Chief Verifier. Appropriate proportionate action will then be taken which may include:

- An increased level of external verification.
- The withdrawal of approval for Centre/Provider to deliver one or more qualifications.
- Future Registrations will not be accepted.
- Centre or Provider approval status completely withdrawn.
- Certification for previous courses may be invalidated.

## 7. Centre/Provider Appeals Procedure

7.1 When an informal route has proven unsatisfactory and where a Centre or Provider believes that they have grounds for an appeal they should contact the ITC Office directly, in writing, giving all relevant details.

- a) The ITC Awards Manager will acknowledge receipt of the appeal within 2 working days of receiving the correspondence and initiate the following.
- b) The ITC Awards Manager and the Centre Manager or Provider with whom the disagreement occurred will investigate the appeal, scrutinising all documentation carefully for error or ambiguity.
- c) The ITC Appeals Committee will then consider the appeal. This Committee (2008/9) is made up of:
  - i. The ITC Awards Manager – BH
  - ii. An ITC External Verifier with no link to the Centre or Provider
  - iii. Mr John Stafford. A Senior Teacher of 35 years experience, a professional person with background knowledge of management systems. John has never delivered first aid training but has expertise in process, procedures and the education system developed during a teaching career that included senior management of a large comprehensive school.

7.2 In the case of appeals against assessment decisions the Committee procedure will focus on whether ITC:

- Used procedures that were consistent with regulatory criteria
- Applied the procedures properly and fairly when arriving at judgements

7.3 This Committee will either uphold the appeal or not uphold the appeal.

- a) The Centre, Trainer or Provider will be informed of the decision within 15 working days. A written account of the outcome of the appeal will be posted or e-mailed to their contact address within a further 5 working days from the Centre, Trainer or Provider being informed of the decision.
- b) If the appeal is **upheld** the Centre, Trainer or Provider will be informed of the appropriate actions that then will be taken. They will be notified of the result of the appeal and any subsequent actions to be undertaken.
- c) If the appeal is **not upheld** the Centre, Trainer or Provider will be given the reasons and advised of their right to make an appeal to the Appeals Review Committee. The Centre or Provider will be notified of the result of the appeal and any subsequent actions to be undertaken.

## 8. Centres/Providers Appeals Review Procedure

8.1 When the Centre or Provider has been informed of the Appeals Committee decision and wishes to take matters further then they can request that ITC reviews the Appeals Procedure, conduct and decisions by a meeting of the Appeals Review Committee.

- a) This request should be made in writing, within 3 weeks of the Appeals Procedure decision and should contain:
  - I. The original appeal
  - II. A statement detailing why the original Appeals Committee decision was inaccurate, or the process leading to the decision was faulty.
  - III. A cheque for £75 + vat (£88.13), made payable to ITC First Aid Ltd. An appeal to the Appeals Review Committee will not be accepted without the correct fee.
- b) The Appeals Review Committee will then consider the appeal review. This Committee is made up of:
  - i. An independent professional, 2008/9 Ms Elaine Harris
  - ii. A second independent professional, 2008/9 this person is Mr David Preece
- c) This Committee will either uphold the appeal review or not uphold the appeal review. The candidate will be informed of the decision within 15 working days.
- d) If the appeal is **upheld** the Centre or Provider will be informed of the appropriate actions that then will be taken. The Appeals Review Fee will be refunded.
- e) If the appeal is **not upheld** the Centre or Provider will be informed of the decision and rationale along with any subsequent actions to be undertaken.

## 9. Complaint Against the Awarding Body

If you have a complaint regarding the operating systems of the Awarding Body then please contact the Regulators of Qualifications in England (OfQual) or Scotland (SQA)

<http://www.ofqual.gov.uk/>

<http://www.sqa.org.uk/>