

## **ProudShapes Appeals procedure**

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner following completion of an Active IQ qualification at ProudShapes and provides learners with a formal route to appeal against a decision.

ProudShapes learners will be assessed against Active IQ published criteria and by assessors who must hold or be working towards any of the following:

- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or
- Level 3 Award in Assessing Vocationally Related Achievement (QCF) or
- Level 3 Award in Assessing Competence in the Work Environment (QCF) or
- Level 3 Certificate in Assessing Vocational Achievement (QCF), or
- A1 (previously D32, D33)

In addition ProudShapes will ensure that assessors:

- Possess a discipline specific qualification equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new ProudShapes assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

Learners of ProudShapes can appeal against any decision they disagree with throughout assessment process like for example: being referred to take another assessment after improving certain (advised by assessor) skills during L2 Gym Instructor or L3 Personal Trainer courses. If learner disagree with the decision upon his pass/being referred can follow with Appeals procedure.

The main person responsible for the appeal process is Internal Verifier who will be a key staff member in dealing with an appeal.

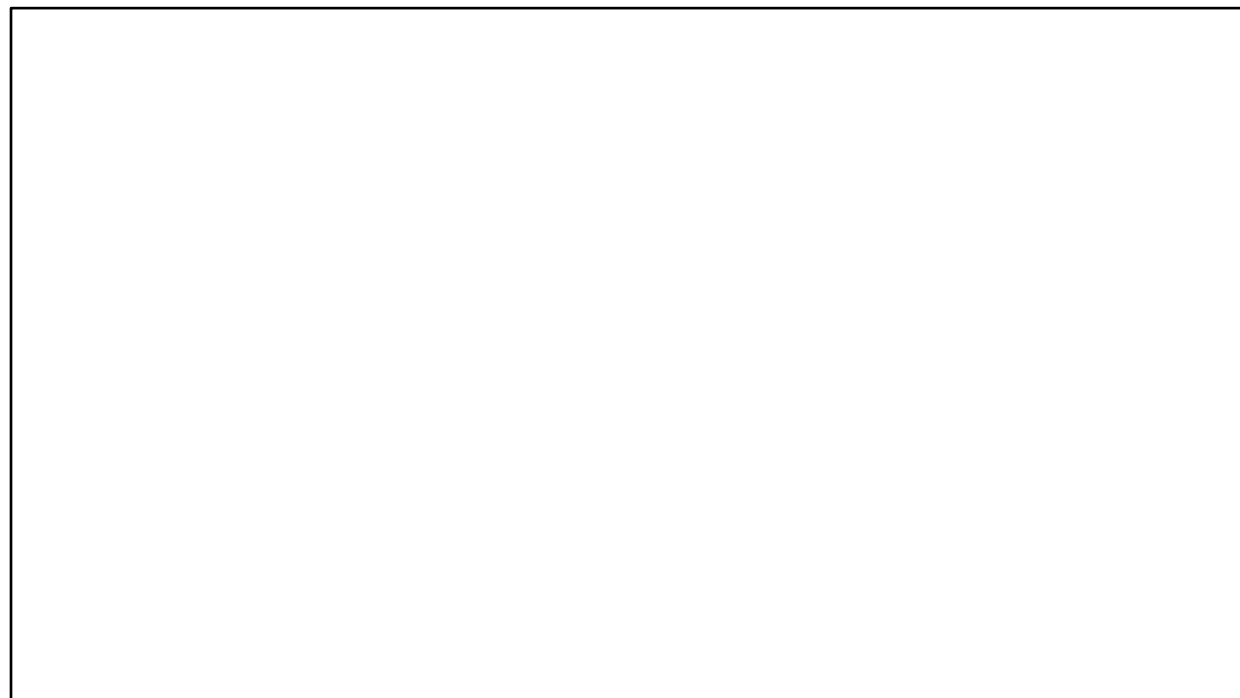
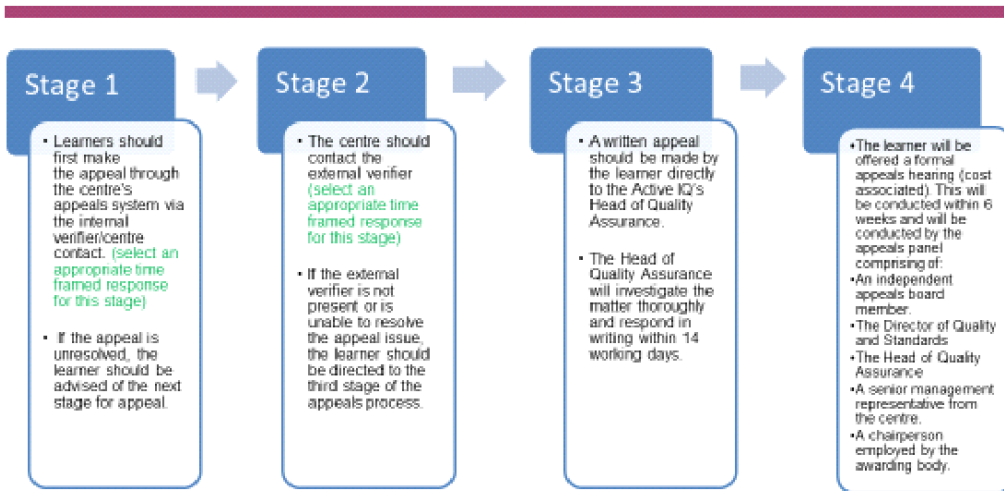
Internal verifiers must hold or be working towards any of the following:

- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- V1 (previously D34)
- Relevant alternative qualification or senior experience in supervising or managing an internal quality assurance role

The appeal procedure to be followed comprises of 4 stages.

In this area of the policy you should now put together a clear 4 stage process that follows the model as shown below but also is individualised to your centre to reflect the personnel and the delivery/assessment model you are working with.

## 4 Stages of the Appeals Process



Throughout the assessment process ProudShapes will comply fully with Active IQ's policy on reasonable adjustments and special considerations that can be found:

<http://www.activeiq.co.uk/centres/guidance-for-centres>

If ProudShapes is carrying out assessments that involve live observed assessment then assessor will let the learners know about presence of Internal Verifier during assessment.

Investigating appeals is very problematic without the presence of impartial evidence. Therefore appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

As a learner of ProudShapes you will be able to use a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator.

If a medical issue has the potential to affect your performance then it is your responsibility to inform ProudShapes prior to assessment so that an informed decision can be made terms of an appropriate action plan.

Thank you for your contribution and commitment to making our policy work.