



Assessment Appeals Policy – Guidance to Learners

Purpose

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 a YMCA qualification or assessment at ARMR Training Academy and provides learners with a formal route to appeal against a decision.

ARMR TA learners will be assessed against YMCA 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, ARMR Training Academy 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 ARMR Training Academy 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.

Examples of where learners may make an appeal include:

Disadvantage Assessment:

Whereby the learner feels the assessment was not fair and/or equitable such as other learners being given favourable conditions or treatment.

For example, whilst completing their practical assessment, disruptions within the gym / leisure centre caused the learner to become distracted from the assessment, leading to errors, mistakes or omissions that led to failure to meet the assessment requirements.

Outcomes: In the event of a disadvantaged assessment, ARMR Training Academy may make steps to allow for reassessment outside of the scheduled next assessment dates.

However ARMR Training Academy cannot pass a learner who did not meet the requirements of the assessment and therefore the assessment will be required to be retaken.

Incorrect practical assessment decision

Following a practical assessment, the result awarded did not accurately reflect the quality of the assessment completed.

For example, learner completes their practical assessment and is awarded a refer grade due to multiple actions or information not being given or performed to the required standards.

Outcomes: In the event that the learner feels they was unfairly graded and the grade did not match the assessment performance, evidence would need to be provided to show the unfair assessment grading. This can be done by submitting video evidence of the assessment (Therefore it is advised that you film your practical assessments with permission of your client, ensuring it allows the assessor to carry their role and does not contravene a venue/organisations rules or regulations). If this occurs, your video would be passed on to another tutor or internal verifier to agree the grade. If they feel the grade is incorrect, the decision could be overturned.

Stages of the Appeals Procedure

In situations that the learner feels they have a valid reason to appeal the assessment decision, the following steps will need to be followed:

1. Once the learner receives their feedback and assessment decision, if they feel that they meet either of the 2 criteria detailed above, they may launch an appeal.
2. Appeals must be submitted within 20 days from the date of the assessment and feedback being awarded.
3. Appeal submission should happen by submitting reasons for the appeal and the type of appeal to support@armrta.co.uk
4. Once the appeal and any required evidence has been received, the quality team (Lead tutor and IQA) will investigate the complaint and respond formally inside 14 days.
5. If the learner is not satisfied with the appeal decision, they have the right to contact the awarding organisation (YMCA Awards).

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

Contact us

If you have any queries about the contents of this policy, please contact ARMR Training Academy via info@armrta.co.uk