



BG&G Training Appeals Policy

Learners have the right to appeal if they believe that their assessment decision is incorrect or there has been malpractice or maladministration.

Internal assessments

BG&G will ensure that all internal assessments are carried out by assessors who have the appropriate knowledge, understanding and skills for the subject being assessed and the assessments will follow the guidelines set by the Safety Training Awards.

Examples but not exclusively:

- Worksheets and portfolios
- Formative teaching assessment for Aquatic disciplines
- Assignments
- Practical assessed tutor skills
- Summative assessment by a tutor assessor

External assessments

Learners can only appeal to the STA if the approved centre believes there is a reasonable basis for an appeal. Safety Training Awards have an enquiries and appeals policy available on their website so all learners and providers can access this information (www.sta.co.uk).

Appeals to the STA will be accepted for the following:

- Appeals against results of assessment or quality assurance
- Appeals against a decision made relating to a reasonable adjustment or special considerations application
- Appeals against decisions relating to any action taken against a learner or centre following an investigation into malpractice or maladministration

Centre resolution of appeals

- Learners should immediately in the first instance talk to the tutor/assessor and see if the issue can be resolved informally
- If learner is still not satisfied with the outcome of an assessment they must put their concerns together with reasoning and any supporting evidence in writing in an email to M Davis or D Bushen within 7 days of the result. BG&G will review the assessment procedure and inform the learner within 10 days of the outcome of the review.
- If the learner is still not satisfied with the result of the centre review the course tutor, centre co-ordinator and learner will fill out Stage 1 of the STA Enquiries and Appeals form within 28 days of the assessment at www.sta.co.uk/policies