



Candidate Appeals Policy & Procedure

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Author:	Head of Forest School & Training
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Record of changes

Version	Date	Changes

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Company number: 10755829

Introduction

Appeals

Any individual or organisation that is affected by an assessment decision made by The Outdoors Group and their assessors is eligible to take advantage of the appeals process.

Candidate appeals

Appeals may be made regarding areas of concern from candidates, including but not limited to:

- Administration and assessment errors
- Perceived discrimination
- Request for reasonable adjustments or special considerations
- Failure to consider any special circumstances
- Decisions relating to malpractice or misconduct

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

There is a time limit for appeal limited to within 3 weeks of the results being communicated with the student. There is a time limit of a further 3 weeks for The Outdoors Group to review this appeal. An appeal review fee is payable to The Outdoors Group (refundable if the appeal is upheld).

Disagreement with an assessment judgement is not normally grounds for an appeal. The Outdoors Group assessors follow strict criteria when making their assessment decisions in accordance with The Awarding Body assessment specifications.

Appeals generally fall into the following broad categories:

- a) Administration error - perhaps a mistake in recording results.
- b) Assessment error - perhaps using criteria other than those specified in the qualification.
- c) Discrimination - the method of assessment was not fair and reasonable under the circumstances, or the assessor was biased or prejudiced.
- d) Decisions regarding reasonable adjustments and special considerations

Specific point of contact

Ask for The Head of Training Programmes.

Summary of Appeals Process

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by The Outdoors Group with a minimum of delay.

- a) Clarification of the original decision
- b) Informal dialogue to review the context and criteria of the decision.
- c) If informal methods are unsuccessful then a formal appeals in writing can be initiated by the affected individual.
- d) The Outdoors Group to contact and discuss the assessment decision with the course assessor and review all available and relevant evidence.
- e) Reference may be made to the Awarding Body for guidance, if specialist expertise is required.
- f) Appellant informed of decision and any subsequent actions by the Centre.
- g) Where the decision is overturned the affected individual will be informed.
- h) Where the decision remains unchanged or the affected individual is dissatisfied, the candidate may refer directly to Awarding Body using their Appeals Procedure that is available as a download from the website or by request to the Awarding Body Office.
- i) All candidates have the right to raise a complaint to the external regulators of the qualification they are enrolled upon, regarding their appeal. If candidates are not satisfied with how their appeal has been handled by Awarding Body then learners may refer to the appropriate external national regulator Ofqual, WG or SQA accreditation.
 - FOfqual – www.ofqual.gov.uk
 - SQA Accreditation – www.sqa.org.uk
 - Qualifications Wales - www.qualificationswales.org/english/

Note: Regulators will scrutinise The Outdoors Group and Awarding Body against their published procedures. The regulators cannot overturn assessment decisions or academic judgments.

Monitoring, Reporting and Evaluating Appeals Decisions

Candidates appeal enquiries will be dealt with according to the timescales contained in The Outdoors Group [Customer Charter Policy](#). Should the result of an appeal call into question the accuracy of other The Outdoors Group results then each questionable result will be investigated by the Centre Director. Appropriate and proportionate action will then be taken which may include:

- a) An increased level of scrutiny in the relevant area.
- b) Reporting to our Awarding Organisation/Body

Personal interest

All appeals decisions made by The Outdoors Group will follow these published procedures and will be taken by individuals who have no personal interest in the decision(s) being appealed.

Appeals against The Outdoors Group Decisions

These may be referred to Awarding Body only after the full Centre appeals process has been followed.

Awarding Body contact:

ITC First Awards Manager

~~0345 370 7610~~

www.ITCfirst.org.uk