



Appeals Procedure



Paddles Up Training Appeals Procedure

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Introduction

It is the expectation of Paddles Up Training (PUT), that your experience with any of our Providers will be positive and developmental. We recognise that this will not always be the case and set out below our appeals procedure.

The Paddles Up Training Appeals Procedure is in place for Learners who wish to appeal against assessment decisions relating to British Canoeing Awarding Body (BCAB) Qualifications and Awards.

This policy includes the procedure for making an appeal to PUT and describes how our staff will deal with it.

Appeals can be made by:

Learners

Tutors, Assessors and Providers

PUT Staff

Anyone involved with standardisation or Quality Assurance of BCAB

Appeals

Appeals can be made about an assessment, or any other decision made by PUT or one of our staff, Standards Officers, Quality Assurance Officers, Trainers, Assessors or Providers, including:

- Quality/result of assessment
- Decisions for reasonable adjustments or special considerations
- Administration errors
- Withdrawal of certification or action plans resulting from monitoring audits
- Decisions relating to any action following a malpractice/maladministration investigation.

Learners have the right to appeal against assessment decisions if they think:

- The Assessor has not assessed against the criteria or planned for the assessment to meet the requirements of the criteria.
- There has been an error in recording a result.
- If a Learner is not satisfied with the outcome of the appeals process, they can appeal to BCAB.

Only people who have appropriate competence and no personal interest in the decision being appealed will make appeal decisions.

Application for Appeal

It is expected that in most cases, the Learner will raise the area of concern with the Assessor, in the hope that the matter can be amicably resolved between both parties. Where it is inappropriate that the Assessor be confronted with the concern or there is no amicable solution, the Learner should appeal, using the appeal form available here:

<https://forms.paddlesuptraining.com/live/form/PaddlesUpTrainingForms/formperma/SzPoAt5Kh7-gGyqoY6lGFmBv7SvKOtTFmcgKJf92h9A>

The form must be submitted within 28 calendar days of the assessment.

The form should contain the following.

- a) Full details of the assessment, when, where, involving whom, etc.
- b) The nature of the appeal
- c) Any supporting documentation or other evidence relating to the assessment (action plan, reports, video etc.)
- d) A deposit of £50 will be collected before the appeal will be considered. This is refundable if the appeal is successful. This fee may be waived at the discretion of PUT where payment of this fee would exclude the appellant from submitting the appeal i.e. where the appellant is on a low income. If you wish for us to waive this fee please indicate so on the appeal submission form.

Appeals principles.

In cases of appeals against assessment decisions, the appeals procedure will focus on whether the procedures used were consistent with the BCAB and PUT assessment requirements and that these requirements were applied properly and fairly.

Appeal outcome

Appeals will be acknowledged by PUT within five working days of receipt and payment. The outcome of the appeal will be notified to the appellant in writing within three days of the decision having been reached. This notification will include the reason for the decision.

The outcome will be based on one of the following possibilities.

- a) The original decision is confirmed.
- b) The assessment should be carried out again, by the same or a different assessor.
- c) The original decision be overturned, and the evidence judged to be adequate.

Independent review of unresolved appeals

If the first stage of the appeal process, outlined above, ends in a stalemate, the appellant can (within 28 calendar days of the communication of the appeal outcome) request that the appeal be referred to BCAB for reconsideration. Their decision will be final.

Policy Review Arrangements

We will review this policy on an ongoing basis as part of our continuous improvement activity and revise it as and when necessary, in response to customer and learner feedback, changes in our policies and processes and actions from allegations.

In addition, we may update this policy considering operational feedback to make sure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.



Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0300 0119 500

Email: coaching@paddlesuptraining.com

Darryll Shaw

Paddles Up Training Responsible Officer