

WRIGHT Foundation CIC – Level 3 and Level 4 Appeals Procedure

The WRIGHT Foundation Appeals Policy applies to all candidates who wish to appeal against the outcome of an assessment. If a candidate feels their result is unfair or has been marked incorrectly they may appeal in writing to WRIGHT Foundation who will review the decision.

All WRIGHT Foundation candidates are assessed against set criteria determined by the relevant endorsing body :

- Level 3 courses - VTCT– www.vtct.org.uk.
- Level 4 courses - PD:Approval - www.pdapproval.com

All WF assessors hold nationally recognised qualifications in the context of exercise and fitness to allow them to assess the achievement of these criteria.

Procedure:

If a candidate wishes to appeal against the decision of their assessment they must do so within **14 days** of receiving their assessment result. All appeals must be sent in writing (letter/email) to the WRIGHT Foundation office and addressed to the Quality & Compliance Manager.

The appeal must contain the following information:

- All candidate contact details
- Grounds for the appeal
- Lecturer/ assessor name and course attended
- Any supporting evidence – if applicable

The WRIGHT Foundation appeals procedure comprises of 4 stages as follows:

Stage 1:

A learner can appeal in writing to WRIGHT Foundation, stating the reason and/or circumstances by which they wish to appeal against to the assessor who marked their assessment.

A decision will be issued within 14 working days, from receipt of the appeal.

If the learner is unsatisfied with the outcome proceed to Stage 2.

Stage 2:

The learner can then appeal in writing to WRIGHT Foundation, where a different assessor will review the decision made by the original assessor and all supporting evidence and documentation.

A decision will be issued within 7 working days, from receipt of the appeal.

If the learner is still unsatisfied with the outcome from the independent assessor proceed to Stage 3.

Stage 3:

The learner can then appeal in writing to the WRIGHT Foundation, where the Lead Internal Quality Assurer (IQA) who will review the assessment decision along with all relevant documentation and evidence.

A decision will be issued within 7 working days, from receipt of the appeal.

If the learner is still unsatisfied with the outcome from the independent assessor proceed to Stage 4.

Stage 4:

If the learner is unsatisfied with the outcome then they may appeal directly to the appropriate endorsing body.

- Level 3 Courses - VTCT– www.vtct.org.uk.
- Level 4 Courses - PD:Approval - www.pdapproval.com

The Lead Internal Quality Assurer, working with the Quality & Compliance Manager, will oversee the whole appeals process and ensure that each candidate is treated fairly and that all decisions are made based on relevant documentation and evidence provided.

WRIGHT Foundation's quality assurance policy ensures that all standards are met and that we provide quality and consistency during the assessment process. WRIGHT Foundation appeals policy can be found on our website (www.wrightfoundation.com) and is available on request.

Additional Notes

It is extremely difficult to investigate appeals without impartial evidence. Therefore appeals against referrals in practical teaching based solely on the student's disagreement with the assessor's decision will only be considered when accompanied by a video recording.

The student has the right to video any aspect of their assessment using their own video recording equipment provided it does not interfere with the assessment process, other students or the assessor's ability to carry out their role(s). It is the responsibility of the student to arrange a video operator.

It is the responsibility of the student to notify WRIGHT Foundation of any medical problem which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date

Appeals against referrals in the external theory result can result in the following actions:

- a. Investigation into the WRIGHT Foundation's invigilation procedures/delivery
- b. Re- marking of the theory papers

If you have any questions about any matters set out in appeals document pack please contact WRIGHT Foundation on 01382 451188 or email the office quality@wrightfoundation.com

WRIGHT Foundation CIC - Equal Opportunities Policy

WRIGHT Foundation is committed to encouraging and promoting equal opportunities across all aspects of its operations.

WRIGHT Foundation will ensure that all candidates are a true representative of all diversity and that every candidate feels they are respected and are able to give their full potential. This applies to all enrolment and assessment processes in all qualifications.

WRIGHT Foundation aims:

- To provide equality opportunities for all learners throughout the qualifications delivered by the organisation.
- To ensure that no learner is discriminated against or receives less favourable treatment on the grounds of gender, gender re-assignment, age, marital status, race, ethnic origin, colour, nationality, disability, sexual orientation, religion, social status or any other irrelevant distinction.
- To provide a learning environment that promotes respect and fairness to all learners ensuring that discrimination, intimidation, harassment or bullying is not tolerated.
- To ensure that any breaches of this policy will be dealt with immediately and appropriately.
- To ensure that all qualification procedures and processes avoid creating any unnecessary barriers to achievement.

WRIGHT Foundation will continuously monitor and evaluate all aspects of the policy.

WRIGHT Foundation quality assurance process ensures that all standards are met and that we provide quality and consistency during the assessment process.

WRIGHT Foundation equal opportunities policy can be found on our website (www.wrightfoundation.com) and is available on request.