



# Enquiries and Appeals Policy

Splash Academy is committed in its service provision to offer standards of the highest quality. Working to continually achieve this benchmark assists in the maintenance of quality assurance standards and compliance with regulatory requirements. Splash Academy aims to ensure that all assessment decisions are fair, consistent and based on valid judgements, however acknowledges that there may be occasions where the learner wish to question a decision made.

## Policy aim and purpose

Splash Academy will ensure:

- Assessments are conducted by staff that have the appropriate qualifications, knowledge, understanding and skills
- Assessment evidence produced by learners has been authenticated according to the requirements of the qualification
- The consistency of assessments is secured through internal and external verification.

Everyone has the right to appeal, therefore this policy has been established to define the stages of appeal and the procedures to follow. The policy aims to provide guidance on:

- The method by which an enquiry or appeal should be made
- Who the enquiry or appeal should be directed to
- The timeframes for an enquiry or appeal.

Splash Academy will accept appeals in relation to the following areas:

- Appeals against results
- Appeals against the outcome of an investigation of malpractice or maladministration
- Appeals against decisions made in relation to access arrangements or special consideration.

Splash Academy will provide this policy on their website and ensure it is available to all learners during initial qualification registration. Therefore, should a learner wish to enquire or appeal against an assessment decision, they have clear guidelines on how to do so. In the first instance, learners wishing to appeal against results must follow the internal appeals process through Splash Academy key contact.

The Key contact will then contact the Internal Verifier who will discuss the appeal with the learner and provide an outcome.

Only when the learner continues to remain dissatisfied with the outcome should they contact the Awarding Organisation. The awarding organisations appeals process will be given to the learner following the internal process.

## **Monitoring and review**

This policy and its procedures will be reviewed annually to ensure it remains fit for purpose, reflects the types of appeals that may arise and how the process for application is managed.

The next policy review will take place in January 2021.