

Enquiries About Results Form



Stage 1

Please complete this form in full using BLOCK CAPITALS. Applications will only be accepted from the centre co-ordinator, tutors or assessors, and will be acknowledged within seven working days.

Centre Co-ordinator Details

Title	
First Name	
Surname	
STA Reference Number (if known)	
Address	
Postcode	
Email Address	
Telephone Number	

Tutor/Assessor Details

Title	
First Name	
Surname	
STA Reference Number (if known)	
Address	
Postcode	

Email Address	
Telephone Number	

Course Details

Qualification Title	
Course Reference Number	
Site Address	
Postcode	

Learner Details

Title	
First Name	
Surname	
STA Reference Number (if known)	
Address	
Postcode	
Email Address	
Telephone Number	

Enquiry About Results

Enquiry services required. Please tick (✓) in the boxes below to indicate all which apply.

Enquiry against assessment results	<input type="checkbox"/> Yes <input type="checkbox"/> No
Enquiry against a decision relating to a reasonable adjustment application or special consideration	<input type="checkbox"/> Yes <input type="checkbox"/> No
Enquiry against a decision relating to an external quality assurance outcome	<input type="checkbox"/> Yes <input type="checkbox"/> No
Were there any reasonable adjustments or special considerations requested? (if yes, please specify)	<input type="checkbox"/> Yes <input type="checkbox"/> No

I have discussed the above with the learner. My comments on the appeal are as follows. (You may continue on a separate sheet)	
Co-ordinator/Tutor/Assessor Signature	
Date	

I wish to appeal the assessment for the above course; I set out my reasons below. (You may continue on a separate sheet)	
Learner Signature	
Date	

To begin the enquiry procedure, you must:

- Fully complete stage one above by the learner, centre co-ordinator, tutor and assessor
- Return the enquiry form and stage one form to Safety Training Awards:

Safety Training Awards
Anchor House
Birch Street
Walsall
WS2 8HZ
United Kingdom

info@safetytrainingawards.co.uk

Safety Training Awards will acknowledge receipt of the enquiry within seven working days.

Please note that enquiries received more than twenty-eight calendar days after learners have been advised of their final result will not be considered.

If the enquiry goes against you, the stage two appeal process may be submitted to Safety Training Awards within fourteen calendar days of receiving the stage one decision, accompanied with an appeal fee of £50.

STA Awarding Organisation Enquiry



Stage 2

Please complete this form in full using BLOCK CAPITALS and return it to Safety Training Awards, including an appeal fee of £50. In the event that the appeal is upheld, the appeal fee will be refunded.

Learner and Course Details

Qualification Title	
Course Reference Number	
STA Reference Number (if known)	
Course Start Date	
Course End Date	
Stage One Submission Date	
Stage One Decision Received Date	

Title	
First Name	
Surname	
Date of Birth	
Address	
Postcode	

Email Address	
Telephone Number	

I wish to appeal the stage one decision for the above course; I set out my reasons below. (You may continue on a separate sheet)	
I wish to attend the appeal hearing.	<input type="checkbox"/> Yes <input type="checkbox"/> No

I wish to have the following representative to attend the appeal hearing (optional).

Title	
First Name	
Surname	
Date of Birth	
Address	
Postcode	
Email Address	
Telephone Number	

Is the representative an STA Member?	<input type="checkbox"/> Yes <input type="checkbox"/> No
STA Reference Number	
Appellant Signature	
Date	

To continue with the appeals procedure, you must:

- Fully complete stage two above
- Return the stage two form, including an appeal fee of £50, to Safety Training Awards:

Safety Training Awards
Anchor House
Birch Street
Walsall
WS2 8HZ
United Kingdom

info@safetytrainingawards.co.uk

Safety Training Awards will acknowledge receipt of the appeal within seven working days.

Please note that appeals received more than fourteen calendar days after notification of the stage one decision will not be considered.

Enquiries and Appeals Policy

Purpose

Safety Training Awards is committed to providing an efficient and high standard of service to all.

We are continually working to achieve this high level of service by maintaining quality assurance standards which are compliant with regulatory requirements. It is our aim to ensure that all assessment outcomes are fair, consistent, and reliable based on the valid judgements of the assessor using the assessment strategy for the qualification in question. However, occasions may arise where the training provider or learner may wish to question a decision.

Policy

Safety Training Awards will ensure:

- Assessments are carried out by assessors who have the appropriate qualifications, knowledge, understanding, and skills, and the assessments are valid for the subject or qualification in question
- Assessment evidence is authentic, solely being produced by the learner in question
- The consistency of assessments decisions covering all assessors over time
- Appeals are heard by individuals that have the appropriate competence to make decisions in each individual case and have had no prior involvement, or a personal interest in the case.

Everyone has the right to appeal if they believe that their assessment decision, or a decision following a malpractice or maladministration investigation is incorrect. This policy will define the stages and procedures you would need to follow, guidance is as follows:

- The process you need to follow to submit an enquiry or appeal
- The timescales for an enquiry or appeal
- How and when you will be notified of the outcome.

Safety Training Awards will accept an appeal in relation to 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
- Appeals against centre or qualification approval decisions

Safety Training Awards have an enquiries and appeals policy available on our website so all learners and providers can access this information or can request a copy by contacting us at Safety Training Awards. We are committed to providing an equal opportunity for all, where possible to communicate with us. Therefore, if a learner or provider wishes to enquire or appeal against an assessment decision they have clear guidance on how to proceed.

Finally, we advise all learners to discuss any concerns or enquiries relating to the results of the assessment with the assessor to resolve the issue. If you are not satisfied with the outcome then please contact us at Safety Training Awards for further advice and guidance or refer to the guide within this policy.

Stage 1 - Enquiry

Enquiries regarding assessment decisions

If learner wishes to question an assessment, results they should initially discuss their concerns with the course tutor/assessor and follow the provider's appeal process. If the learner is not satisfied with the outcome the course tutor/assessor and learner should completed Enquiries About Results form stage 1 of the enquiry form which is downloadable from our website and submit it to Safety Training Awards within 28 days of the final results being issued to the learners. The enquiry form is downloaded from our website.

Safety Training Awards will acknowledge receipt of the appeal within 7 working days, this will be followed promptly by the adjudication process. Safety Training Awards will appoint the relevant manager to act as an adjudicator who has not had any involvement with the case. The adjudicator will consider the written submission from the course tutor/assessor and learner and will review the procedures that were followed to reach the result decision, this may include contacting other parties who were included within the course.

The adjudicator may instruct that a further re-mark or reassessment should take place if they consider that the assessment procedures were not adequately followed.

The course tutor/assessor and learner will be notified by letter of the adjudication outcome as soon as it is available, within a maximum of 28 days.

Stage 2 - Appeal

If the applicant is not satisfied with the appeal outcome in stage 1 they may appeal the decision to an appeal committee. Please complete stage 2 of the appeal form. The appeal form is downloadable from our website.

This stage 2 appeal submission must be submitted within 14 days of them receiving the enquiry decision from stage 1, accompanied with an administration fee of £50. Safety Training Awards will acknowledge receipt of this appeal within 7 working days.

The appellant will be contacted within 14 days to outline the procedures that will be adopted. Safety Training Awards will make arrangements to promptly hear the appeal at our head office. You may attend and have one representative present at the appeal hearing. The appeal committee consisting of senior managers or other individuals deemed to be appropriately competent, who have no personal interest in the decision being appealed and an independent person who is not an employee, assessor or otherwise connected to Safety Training Awards will evaluate the procedures used for consistency with Safety Training Awards procedures to review if the previous decision was reached fairly. The appeal committed are unable to re-mark or reassess work but may instruct that a further re-mark or reassessment should take place if they consider that the procedures were not adequately followed.

The appeal committee will make the final decision and notify the appellant of the outcome by letter as soon as it is available, within a maximum of 28 days. If the appeal is upheld the appeal administration fees will be reimbursed to the learner.

If the outcome of an appeal at any stage leads to Safety Training Awards discovering a failure in the assessment process an investigation shall be conducted to determine if there are any other learners affected, and if there are any adverse effects arising from the failure. If this is the case, Safety Training Awards shall promptly implement the adverse effects procedure and take decisive action to correct the failure, or if this is not possible to reduce the impact of the failure on any learners.

Monitoring and Review

Following an appeal decision that is upheld due to a failure in Safety Training Awards assessment process, or notification of failure in the assessment processes of other awarding organisations, policies and procedures shall be reviewed to ensure that the failure does not reoccur.

This policy and its procedures will be reviewed annually as part of our Quality Assurance requirements to ensure it is fit for purpose, reflects the type of appeals that way we may receive and ensure the process is managed in accordance with regulatory requirements.

Referral to Regulatory Authority

If the learner is not satisfied with the appeal committee's decision they may refer their complaint to the appropriate Regulatory Authority i.e. Ofqual (England), SQA Accreditation (Scotland), Qualifications for Wales (Wales), CCEA (Northern Ireland).

Please see below for the relevant contact details:

Safety Training Awards Contact Details

STA Complaints
Anchor House
Birch Street
WS2 8HZ
United Kingdom

Tel: 01922 645097

Email: info@safetytrainingawards.co.uk

Ofqual (England) Contact Details

Ofqual
Spring Plasce
Herald Avenue
Coventry
CV5 6UB

Tel: 0300 303 3344

Email: public.enquiries@ofqual.gov.uk

The phone line is open on weekdays from 9am to 5pm

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/359511/Complaints_about_awarding_organisations.pdf

SQA Accreditation (Scotland) Contact Details

SQA Accreditation
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ

Tel: 0345 213 5249

Website: accreditation.sqa.org.uk

Email: accreditation@sqa.org.uk

Qualification Wales (Wales) Contact Details

If you wish to make a complaint, please contact contact@qualificationwales.org and title your email “Complaint”, or write to us at

Qualification Wales
Q2 Building
Pencarn Lane
Imperial Park
Coedkernew
Newport
NP10 8AR

<https://qualificationwales.org/media/1444/281015-reg-complaints-awarding-bodies.pdf>

CCEA Council for the Curriculum, Examinations and Assessment

(Northern Ireland) Contact Details

Julie McGovern
CCEA
29 Clarendon Road
Clarendon Dock
Belfast
BT1 3BG

Email: jmcgovern@ccea.org.uk

Telephone: +44 (0)2890 261270

Fax: +44 (0)2890 261234

Text Phone: (0)2890 242063

https://ccea.org.uk/sites/default/files/docs/about_us/complaints_v7.pdf