



## **Learner Appeals Procedure Version Three – 15<sup>th</sup> November 2023**

### **1. Scope**

Surrey Cricket Foundation is recognised as a centre with 1st4sport Qualifications and also with the England and Wales Cricket Board.

1st4sport Qualifications is an awarding organisation recognised and regulated in England by the *Office of Qualifications and Examinations Regulation* (Ofqual), who also regulate vocational qualifications in Northern Ireland. 1st4sport are further regulated in Wales by *The Welsh Government* and in Scotland by SQA Accreditation.

The England and Wales Cricket Board (ECB) is the single national governing body for all cricket qualifications in England and Wales established to create a unified body responsible for the management and development of every form of cricket for men and women.

In operating as a recognised centre for the above organisations Surrey Cricket Foundation is approved to deliver the following qualifications:

1st4sport Awarded Qualifications	ECB Awarded Qualifications
<ul style="list-style-type: none"> <li>• ECB Foundation Coach</li> <li>• ECB Core Coach</li> </ul>	<ul style="list-style-type: none"> <li>• ECB Support Coach</li> </ul>

Surrey Cricket Foundation have established this procedure to ensure that learners who wish to appeal about a procedural decision related to the delivery of qualifications are able to do so. Furthermore, this procedure is also established for any learner who believes they have a valid appeal against the outcome of an assessment decision. Any enquiries in the deployment of this policy should be directed to the Surrey Cricket Foundation Appeals Officer

Surrey Cricket Foundation Appeals Officer

Alastair Hughes

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## 2. Statement

### 2.1 Commitment

Surrey Cricket Foundation endeavours to offer a high-quality service to all learners operating in accordance with legislation, regulation, 1st4sport and ECB expectations. Furthermore where assessment activities are conducted, these are completed in accordance with strict assessment criteria and guidance.

In the event that a learner wishes to appeal against a procedural decision and/or the outcome of an assessment decision they should follow this appeals procedure within 14 days of the incident occurring. Surrey Cricket Foundation aims to acknowledge all written appeals within ten working days of receipt; conducting thorough handling of each appeal. Updates or outcomes will be communicated to all relevant stakeholders within/every 25 working days.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by Surrey Cricket Foundation, they may then report their appeal to the *1st4sport Risk Manager (refer to stage 3)*.

For those who have completed an ECB qualification, this decision is considered to be final. For 1st4sport qualifications only, where a learner remains dissatisfied after the appeal outcomes, they then have a right to take the matter to the appropriate regulator<sup>1</sup>.

### 2.2 Procedure

#### Stage 1

An informal, verbal appeal can be made to the person who made the procedural or assessment decision. This person is required to discuss the appeal with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow sufficient time to investigate or remedy the grievance. The person who is in receipt of the informal appeal is required to:

1. Log all appeals received
2. Log all activities undertaken in order to remedy the situation and the rationale for the decision
3. Log the date that outcomes were confirmed verbally to the learner (within 25 working days of receipt of the appeal).

All of this is required to be reported to the Appeals Officer to ensure appropriate records are maintained.

<sup>1</sup> Office of Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland, The Welsh Government in Wales and Scottish Qualifications Authority (SQA) Accreditation in Scotland.



## Stage 2

In the event that the appeal cannot be resolved informally to the satisfaction of the learner, or if learners feel that they cannot make an informal appeal to their tutor/assessor, the appeal should be submitted in writing<sup>2</sup> using the Surrey Cricket Foundation Learner Appeals Form to the Appeals Officer.

Learners should use the Appeals Form to provide a detailed account of their grievance. The Appeals Officer will write to learners to acknowledge receipt of each appeal within 10 working days, outlining the course of action to be taken. The Appeals Officer will effectively handle the appeal by means which will be relevant to the nature of the appeal. Investigation activities might be conducting a review of:

- documentation which supported the original decision
- communications related to the appeal
- review of feedback and/or decisions
- review of the documentation supporting the decision
- remark of assessment
- review/conduct of internal verification
- review/conduct of moderation
- reassessment (where required)

An evaluation of the information collected will be completed and outcomes determined once evidence is validated. Updates or outcomes will be communicated to all relevant stakeholders within/every 25 working days.

## Stage 3

In the event that learners have followed Stage 1 and/or 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to 1st4sport Qualifications within 20 working days of the decision being communicated to them.

To do this the learner should access, complete and submit the 1st4sport appeals report form via <https://www.1st4sportqualifications.com/> in *About Us* having selected *Appeals*.

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<sup>2</sup> The appeal should be submitted to [Insert name of CCB] in writing within 14 days of the incident occurring or alternatively within 14 days of receipt of the outcomes of the tutor/assessor decision as the informal stage.



**For ECB awarded qualifications, outcomes confirmed during this stage are considered to be final.**

**Stage 4**

If learners who have completed a 1st4sport qualification awarded have followed Stage 3 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator.

<b>Ofqual</b>	<a href="http://ofqual.gov.uk/">http://ofqual.gov.uk/</a>	<b>The Welsh Government</b>	<a href="http://wales.gov.uk/">http://wales.gov.uk/</a>
<b>CCEA</b>	<a href="http://www.rewardinglearning.org.uk/">http://www.rewardinglearning.org.uk/</a>	<b>SQA Accreditation</b>	<a href="http://www.sqa.org.uk/">http://www.sqa.org.uk/</a>

**3. Monitoring and review**

Surrey Cricket Foundation have in place a standardised and systematic monitoring process to ensure the relevance of this procedure. In addition any data which is collected with relates to the implementation of this procedure will be used to inform the ongoing management of our organisation and delivery of qualifications.

This procedure will be reviewed on 15<sup>th</sup> November 2025 unless regulation changes or supporting data identifies that a review is required sooner.