


# Cascade First Aid Ltd

## Appeals policy

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## 1. Document Control and Version History

<b>Version Number</b>	<b>Reason for Change</b>	<b>Date</b>
1.0	Initial Release	31 <sup>st</sup> August 2020

## 2. Definitions

<b>Item</b>	<b>Definition</b>
Cascade	Cascade First Aid Ltd

## 1. Overview

- 1.1. Cascade is committed to fair and honest assessment opportunities for everybody. We are committed to ensuring our assessments truly reflect the candidate ability and our assessors are using standardised assessment methods.
- 1.2. If you wish to appeal your assessment decision, the following policy outlines the process of appeal and how it will be dealt with.

## 2. Appeals

- 2.1. Any individual or organisation that is affected by an assessment decision made by Cascade, our trainers or assessors is eligible to take advantage of the appeals process.
- 2.2. Appeals can be made by candidates, with respect to (this list is not exhaustive):
  - a. administration
  - b. assessment errors
  - c. perceived discrimination
  - d. failure to take into account any special circumstances
  - e. decisions relating to malpractice or misconduct.
- 2.3. Candidates are strongly recommended to pursue any enquiry, complaint or grievance informally by making a telephone or email enquiry to Cascade in the first instance.
- 2.4. If resolution by informal means cannot be reached, the formal appeals systems should be followed
- 2.5. The time limit for making an appeal is 3 weeks from course completion.
- 2.6. There is a time limit of 3 weeks for Cascade to review a formal appeal
- 2.7. An appeal review fee is payable to Cascade (refundable if the appeal is upheld).

## 3. Appeals to Cascade

- 3.1. Appeals generally fall into the following categories:
  - a. Administration error - typically a mistake in recording results.
  - b. Assessment error - perhaps using criteria other than those specified in the qualification.

- c. Discrimination - the method of assessment was not fair and reasonable under the circumstances, or the assessor was biased or prejudiced.
- d. Decisions regarding Reasonable Adjustments and Special Considerations

3.2. Disagreement with an assessment judgement is not normally grounds for an appeal. Cascade trainers and assessors follow strict criteria when making their assessment decisions in accordance with awarding organisation criteria and directorate.

## 4. Summary of full Appeals Process

4.1. The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by Cascade with a minimum of delay.

- a. Appeal raised
- b. Clarification of the original decision
- c. Informal dialogue to review the context and criteria of the decision
- d. Cascade to contact and discuss the assessment decision with the course trainer and/or assessor
- e. Appellant informed of subsequent actions and decision
- f. Where the decision is overturned, no further action required, however reference may be made to the awarding body for guidance if required.
- g. Where the decision remains, the candidate may refer directly to awarding body using their appeals policy available direct from their website or upon request. This option only applies to courses that are delivered via an awarding body.

## 5. Monitoring Evaluation and Reporting Appeal Decisions

5.1. Candidates appeal enquiries will be dealt with according to the timescales contained in Cascade' Customer Charter.

5.2. Should the result of an appeal call into question the accuracy of other Cascade results, the Director will investigate each questionable result.

5.3. Appropriate proportionate action will then be taken which may include:

- a. An increased level of scrutiny
- b. Reporting to the Awarding Body

## 6. Conflict of Interest

6.1. All appeals will be handled by individuals who have no personal interest in the decisions being appealed.

## 7. Appeal against Cascade' decisions

These may be referred to the awarding body in which the award was generated following their appeals policy guidance. This option only applies to courses that are delivered via an awarding body.

## 8. Additional appeals guidance

- 8.1. It is the responsibility of a candidate to notify their course instructor at the earliest opportunity if there are any circumstances which might have a bearing on their examination performance so that, wherever possible, this may be brought to the attention of the examiners at the appropriate time. It is also the candidate's responsibility to check his or her examination results.
- 8.2. Each awarding body has a special considerations and reasonable adjustment policy that can be applied to all their qualifications. Cascade has adopted these in full and will seek guidance from the awarding body on how best to cater for your individual needs should the need arise.

## 9. Appealing Against the Awarding Body Decisions

- 9.1. If the course was certified via an awarding organisation and if you disagree with the awarding organisation's decision then you can also appeal directly to the relevant qualification regulator directly as per their appeals policy.
- 9.2. You can formally appeal to the qualifications regulators of Ofqual in England, the SQA in Scotland and the Welsh Government (WG) in Wales at:
  - a. <http://www.ofqual.gov.uk/>
  - b. <http://www.sqa.org.uk/>
  - c. <http://gov.wales>
- 9.3. The external regulators (SQA, Ofqual and WG) are unable to overturn academic judgments or assessment decisions. The role of the regulators in complaints/appeals is to review the processes of the Centre and/or the awarding organisation

**END OF POLICY**