



# SW Training Appeals Policy

<b>Title</b>	<b>Date</b>	<b>Who</b>
Origin date	November 2016	Sharon Wilkinson
Reviewed	November 2020	Jen Moore
Last Review	November 2021	Lee Croucher
Next Review	November 2022	Lee Croucher

## **Introduction**

This policy is aimed for our learners, who are registered on one of our Active IQ courses. It sets out the process you should follow when submitting appeals to us, and the process we will follow when responding to appeals. It is also for our staff to ensure they deal with all appeals in a consistent manner.

## **SW Training responsibility**

It is important that all staff involved in the management, assessment and quality assurance of SW Training understand and adhere to this policy. We will review the policy annually, revising it as necessary in response to customer and learner feedback, or best practice guidance issued by regulatory centres and bodies, including but not limited to ActiveIQ, Ofsted and ESFA. If you would like to feedback any views, please contact us via the details provided at the end of this policy.

## **Areas covered by the policy**

- Appeals from learners in relation to an assessment decision on the basis that SW Training did not apply procedures consistently or that procedures were not followed properly and fairly
- Appeals from a learner relating to SW Training declining a request to make reasonable adjustments or give special considerations
- Appeals about an investigation into malpractice or maladministration or a decision to amend a learner's results following a malpractice or maladministration investigation
- Appeals if you believe we have not applied our procedures consistently or those procedures were not followed properly, consistently and fairly

## **Process for raising an appeal**

An appeal must be formally raised within 20 working days from the date you notified SW Training of the decision against which you are appealing.

Learners who wish to appeal their assessment results to SW Training recognised centre, ActiveIQ must have exhausted SW Training's own appeals process prior to contacting them. Where this is the case, learners must provide evidence that they have first completed the internal appeals process with SW Training.

## Information needed for an appeal

- Learner's name, date of birth and address
- Date(s) you notified SW Training of the concern
- Who you notified and how (verbal, written, etc)
- Course name and dates attended
- Detailed reason for the appeal and timeline of events
- Details of communication to you regarding your conversations with SW Training on the concern

## Appeals procedure

If you have a complaint, you should follow our Complaints Policy (see below)

If you have an appeal please follow the following process

- Raise your concern with your course tutor
- If your course tutor can not or has not provided you with a suitable response please contact SW Training's Head of Quality (Dale Wood [dale@skillwise.biz](mailto:dale@skillwise.biz) – 0121 713 1661)
- If the Head of Quality can not or has not provided you with a suitable response please SW Training Director Ian Simms ([ian@skillwise.biz](mailto:ian@skillwise.biz) – 0121 713 1661)
- If you are still not satisfied with your response and you have either exhausted the appeals or complaints procedure then please contact Active IQ. The contact details of our External Verifier are: [jessica@activeiq.co.uk](mailto:jessica@activeiq.co.uk) - **01480 467 950 - 07342 085 665**

Once we are in receipt of your appeal, we will deal with it promptly, effectively and in a positive manner.

- We will acknowledge your appeal within 5 working days of receipt of your appeal once it has reached Ian Simms, SW Training Director. Ian Simms will provide an initial response within 15 working days of the initial appeal.
- Following the review of the appeal, we will write to the appellant with details of our decision within 20 working days (If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise when you can expect a final response) to either:

1. Amend our original decision in light of the new rationale/evidence being put forward which has been reviewed.

2. Confirm that we stand by our original decision and in doing so the rationale for this decision and request that you confirm, within 15 days, whether you now accept this decision or if wish to proceed to our independent review appeals process. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise when you can expect a final response.

- If you feel that SW Training has not dealt with your appeal fairly, then you should contact our awarding body Active to review the appeal. The awarding body will review all the evidence which took place in the above stages and review if we've applied our procedures fairly, appropriately and consistently in line with our policy.

### **Successful appeals**

In situations where an appeal has been successful

- Identify any other learners who have been affected and correct, or, where it cannot be corrected, mitigate as far as possible the effect of the failure (e.g. amend the results for the learner/s affected following an appropriate investigation)
- Review our associated processes and policies to ensure that the failure does not occur again, or mitigate the situation as far as possible if the failure that occurred cannot be corrected
- We will also cooperate with any follow-up investigations required by the regulators and, if appropriate, agree any remedial action with them.



# **SW Training Complaints Policy & Procedure**

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Origin date	November 2016	Sharon Wilkinson
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We will acknowledge receipt of your complaint in writing within 5 working days from the receipt of your complaint

We will investigate the matter you have raised

We will provide you with an initial response within 10 working days

### Stage 2

If you wish to make a formal complaint please put this in writing to Lee Croucher, SW Training UK Limited, 4 Beacon Court, Great Barr, Birmingham B43 6NN / [lee@skillwise.biz](mailto:lee@skillwise.biz)

We will acknowledge receipt of your complaint in writing within 5 working days from the receipt of your complaint

We will investigate the matter you have raised

We will provide you with an initial response within 10 working days

### Stage 3

If you do not agree with the outcome of a complaint that we have investigated using our procedures and wish to appeal, you may write to Ian Simms within 10 working days of being notified of the outcome of the complaint. Ian Simms, SW Training UK Limited, 4 Beacon Court, Great Barr, Birmingham B43 6NN / [ian@skillwise.biz](mailto:ian@skillwise.biz)

We will acknowledge receipt of your complaint in writing within 5 working days from the receipt of your complaint

We will investigate the matter you have raised

We will provide you with an initial response within 10 working days

### Stage 4

If you are not satisfied the formal complaint appeal procedure has been adequate for your needs and wish to take it further, you may write to our Governing Body. Please write to Ricky Patel, Safeguarding Governor, Skillwise Training UK Limited Board of Governors, 4 Beacon Court, Great Barr, Birmingham, B43 6NN/ [ricky@skillwise.biz](mailto:ricky@skillwise.biz)

## Stage 5

If you are not satisfied with the outcome of the Governing Body appeal or feel the nature of the complaint has not been dealt with effectively due to its seriousness, then you may wish to escalate the complaint to either of the National Agencies or our awarding body Active IQ whom we must comply with. These are:

- **Ofsted-**

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666

- **ESFA (Education and Skills Funding Agency)-**

Complaints Team

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT, or,

[Contact the Department for Education - Contact type - DFE Online Forms](#)

- **Active IQ – [jessica@activeiq.co.uk](mailto:jessica@activeiq.co.uk) or 01480 467 950 or 07342 085 665**

