Aberdeen Blueberry Wellness Ltd **Centre Appeals procedure**

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner following completion of an Active IQ qualification at Aberdeen Blueberry Wellness Ltd and provides learners with a formal route to appeal against a decision.

Aberdeen Blueberry Wellness Ltd learners will be assessed against Active IQ published criteria and by assessors who must hold or be working towards any of the following:

• Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or

• Level 3 Award in Assessing Vocationally Related Achievement (QCF) or

• Level 3 Award in Assessing Competence in the Work Environment (QCF) or

• Level 3 Certificate in Assessing Vocational Achievement (QCF), or

• A1 (previously D32, D33)

In addition, Aberdeen Blueberry Wellness Ltd will ensure that assessors:

• Possess a discipline specific qualification equivalent to the qualification being taught

• Have relevant industry experience

• Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new Aberdeen Blueberry Wellness Ltd assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

**Aberdeen Blueberry Wellness Appeals Procedure**

If a student is not happy with an assessment decision, there is an appeals procedure that can be accessed. The appeals procedure involves a panel of people including a Professional Assessor who is not part of the delivery team. Laura Walker is currently appointed as the Head of the appeals panel.

If a candidate does not agree with any assessment decision, the candidate must inform the lead assessor in writing in the first instance, which will then begin an internal appeals procedure. This can be sent to the following address:

Lead Assessor

Aberdeen Blueberry Wellness Ltd CIC

Flat 14, 6 Greenlaw Ave

Paisley

PA1 3RA

This procedure will involve the Assessor, The Lead Appeals Assessor and the Internal Verifier reviewing the assessment decision. The outcome of the review will be communicated to the candidate in writing and face to face.

If the candidate is still unhappy with the decision, they can then engage the formal academic appeals procedure with Active IQ.

Stage 1 – appeal in writing to the lead assessor stating your reasons for appeal and enclosing all the supporting evidence

Stage 2 - The head of appeals will investigate thoroughly the circumstances of the appeal and respond in writing within 20 working days. Any evidence in writing, in person or by telephone may be requested during this time.

**Active IQ APPEALS POLICY AND PROCEDURE**

All candidates are assessed against agreed and published criteria.

Achievement of these criteria is decided by assessors who are trained to Active IQ Assessor award standard or equivalent.

Internal verifiers must hold or be working towards any of the following:

• Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice (QCF)

• Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF)

• Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (QCF)

• V1 (previously D34)

• Relevant alternative qualification or senior experience in supervising or managing an internal quality assurance role

It is recognised that, in exceptional circumstances a candidate may wish to appeal against recommendations or decisions relating to assessment,

The following Appeals Policy and Procedure outlines the action, which may be taken in such exceptional circumstances. This reflects Active IQ commitment to provide a fully comprehensive and candidate centred service.

**1. Scope of Policy**

Central Active IQ Appeals Policy and Procedure allows candidates to make a formal appeal against a recommendation or decision relating to:

1. The mark for an individual item of coursework
2. The final result of any element of assessment, planning, teaching, evaluation or theory paper
3. The final overall assessment decision for award or certification

**2. Grounds for appeal**

1. The assessments were not conducted in accordance with the approved centre regulations
2. Administration error at some stage of the assessment process
3. Medical or other “extenuating circumstances” arising during the assessment process which affected the candidate performance and of which the assessor was not aware when making the assessment decision
4. Inappropriate or irregular behaviour on part of the assessor

**3. Appeals Procedure**

1. The External Verifier

Any appeal must be addresses in the first instance to the External Verifier. The enclosed appeal form must be completed and sent along with all supporting evidence, including video evidence, in case of appeals against referrals in practical teaching.

The External Verifier will investigate thoroughly the circumstances of the appeal and respond in writing within 20 working days. Any evidence in writing, in person or by telephone may be requested during this time.

1. The Director of Active IQ Qualifications

The extreme circumstances, when the candidate feels that the External Verifier has been unable to bring the matter to a satisfactory conclusion, the matter may be referred to the Director of Active IQ Qualifications.

**4. Outcome of Appeal**

The outcome of a successful appeal could be one of the following

1. Amended mark for and individual item of course work
2. Amended result of either Coaching, Planning, or Evaluation as appropriate
3. Amended overall result
4. Free Re-sit depending on the grounds for appeal and subsequent investigation

**5. Additional Notes**

1. It is extremely difficult to investigate appeals without impartial evidence.

Therefore, appeals against referrals in practical teaching based solely on the candidate’s disagreement with the assessor’s decision will only be considered when accompanied by video.

1. The candidate has the right to video any aspect of his/her assessment using his/her own video equipment provided it doesn’t interfere with the assessment process, other candidate’s, or assessor’s ability to carry out his /her role.
2. It is the responsibility of the candidate to arrange a video operator.
3. It is the responsibility of the candidate to notify the centre at which their assessment is taking place and Central YMCA Qualifications of any medical problem, which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date.

Appeals must be received within 20 working days (Monday – Friday excluding Bank Holidays) from the candidate’s receipt of his/ hers assessment results.

**Examination/ Awarding Body Requirements**

* The Active IQ require each candidate to follow the guidelines that have been laid down in the module assessment procedures.
* The Active IQ External Verifier is required to visit the Centre at least once during the year to make sure that the modules are being run to Active IQ standards and candidates may be required to be interviewed by the External Verifier.

The appeal procedure to be followed comprises of 4 stages.

1. Stage 1: Students makes enquiries if there is scope for appeal by identifying the appeals procedure with a member of staff, Laura Walker
2. Stage 2: The student makes an appeal to the Internal Verifier, Kirsty Walsh.
3. Stage 3 The student makes an appeal to External Verifier, Cara Standley
4. Stage 4: Student makes and appeal to Active IQ, Head office.

Throughout the assessment process Aberdeen Blueberry Wellness Ltd will comply fully with Active IQ’s policy on reasonable adjustments and special considerations that can be found:

<https://www.activeiq.co.uk/for-centres/policies-and-procedures>

Investigating appeals is very problematic without the presence of impartial evidence. Therefore appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

As a learner of Aberdeen Blueberry Wellness Ltd you will be able to use a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator.

**Fees**

Aberdeen Blueberry Wellness will not impose financial penalties that would prevent a learner from making an appeal.

However, there will be an administrative charge, a nominal administrative fee, prior to and for handling appeals that progress beyond stage 1 that are NOT upheld. If the appeal is upheld, the fee will be refunded.

Thank you for your contribution and commitment to making our policy work.

\*\*Reviewed March 2025\*\*