

Volleyball England Learner Appeals Procedure Version 6 Updated January 2023

This policy applies to learners on Volleyball England courses from 1st January 2023.

Learners wishing to appeal must do so within 7 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

Stage 1

The appeal should be made, in the first instance, to the assessor/tutor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the learner is recommended to put the appeal in writing including the information below.

- Learner's name in full
- Course title (e.g. Coach Award Kettering)
- Date of assessment
- Name of assessor (against whose decision the appeal is being made)
- The nature of the appeal

The assessor/tutor should explain the rationale for the decision that is being disputed. The assessor/tutor is required to record an overview of the appeal and the outcome of the discussion and forward this to coaching@volleyballengland.org

Stage 2

If a learner remains dissatisfied with the assessment decision and wishes to challenge the outcome of Stage 1, then an appeal in writing should be made to the Course Organiser at coaching@volleyballengland.org within 7 working days of the Stage 1 process.

Learners should provide as much information as possible regarding the disputed assessment decision including:

- Learner's name in full
- Course Title (e.g. Coach Award Kettering)
- The date and type of the assessment (i.e. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper, video assessment)
- The name of the assessor involved
- The reason for the appeal
- Any associated documents (i.e. learner evidence, record of feedback from the assessor involved).



The Course Organiser will write to the learner to acknowledge receipt of the appeal within 7 working days and outline the course of action to be taken.

The Course Organiser will conduct an appropriate review of the evidence and will write to the learner within 20 working days with the findings and a decision as to whether the appeal was justified.

One of the following decisions will be communicated to the learner by the Course Organiser in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the learner an opportunity for a re-sit/reassessment free of charge
- overturn the original decision.

The decision will also be communicated to the original assessor and also to any other individual who supported the investigation.

The Course Organiser will also ensure that in the event of identification of any malpractice or maladministration, this is reported with recommendations for action to the awarding organisation or Volleyball England. The awarding organisation will review the information and will report all outcomes to all relevant stakeholders.

Copies of records of appeals are retained with the assessment and appeals records. Volleyball England will retain records of appeals for a minimum period of five years.

Volleyball England Partners

Where part of a course is delivered by a Volleyball England partner organisation, the partner is responsible for the assessment decision and the learner will use the organisation's appeals policy.

Learner Appeal Form 2 (stage 2) for Office Use Only

Learner's name	
Learner registration/VEU number	
Email address	
Contact number	
Date of assessment	
Date appeal submitted	
Name of assessor (against whose decision the appeal is being made)	

Summary of the nature of the appeal

Date of Appeal Investigation/Review	
Investigation /Review participants	

Investigation/review details	
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Outcome (Tick one only)			
Uphold the original assessment decision			
Offer the learner an opportunity for a re-sit/reassessment free of charge			
Overturn the original decision			
Assessor's signature		Date	
Learner's signature		Date	