



Candidate Appeals Policy and Procedure

React First Ltd

Last revision: 19th September 2019

Next revision: 19th September 2021

1. Appeals

1.1 Any individual or organisation that is affected by an assessment decision made by React First and their assessors is eligible to take advantage of the appeals process.

1.2 Candidate appeals

Appeals may be made regarding areas of concern from candidates, including but not limited to:

- Administration and assessment errors
 - Perceived discrimination
 - Request for reasonable adjustments or special considerations
 - Failure to take into account any special circumstances
 - Decisions relating to malpractice or misconduct

1.3 Candidates are strongly recommended to informally pursue any appeal, enquiry, or grievance by making a telephone or email enquiry to React First, before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

1.4 The time limit for making appeals is 3 weeks from course completion. There is a time limit of a further 3 weeks for React First to review this appeal. An appeal review fee is payable to React First (refundable if the appeal is upheld).

2. Appeals to React First

2.1 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

2.2 Disagreement with an assessment judgement is not normally grounds for an appeal. React First Trainers follow strict criteria when making their assessment decisions in accordance with ITC assessment specifications.

2.3 The specific point of contact for appeals is the Centre Manager, Jennifer Pugh, jenny@reactfirst.co.uk, 02071932608.

3. Summary of full Appeals Process

3.1 The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by React First 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) If informal methods are unsuccessful then a formal appeal in writing can be initiated by the affected individual.
- e) React First to contact and discuss the assessment decision with the course assessor and review all available and relevant evidence.
- f) Reference may be made to ITC First for guidance, if specialist expertise is required.
- g) Appellant informed of decision and any subsequent actions by the Centre.
- h) Where the decision is overturned the affected individual will be informed.
- i) Where the decision remains unchanged or the affected individual is dissatisfied, the candidate may refer directly to ITC First using their Appeals Procedure that is available as a download from the

website or by request to the ITC Office.

- j) All candidates have the right to raise a complaint to the external regulators of the qualifications they are enrolled upon, regarding their appeal. If candidates are not satisfied with how their appeal has been handled by ITC First then learners may refer to the appropriate external national regulator Ofqual or SQA accreditation.

Ofqual - <http://www.ofqual.gov.uk/>

SQA Accreditation - <http://www.sqa.org.uk/>

N.B. Regulators will scrutinise React First and ITC First against their published procedures. The regulators cannot overturn assessment decisions or academic judgements.

4. Monitoring, Reporting and Evaluating Appeals Decisions

4.1 Candidates appeal enquiries will be dealt with according to the timescales contained in React First Customer Charter. Should the result of an appeal call into question the accuracy of other React First results, an appointed senior member of the React First team will investigate each questionable result. Appropriate proportionate action will then be taken which may include:

- a) An increased level of scrutiny in the relevant area.
- b) Reporting to our Awarding Organisation/Body.

5. Personal Interest

5.1 All appeals decisions made by React First will follow these published procedures and will be taken by individuals who have no personal interest in the decision(s) being appealed.

6. Appeal Against React First decisions

These may be referred to ITC First only after the full Centre appeals process has been followed.

Contact:

ITC Awards Manager

0345 370 7610

www.itcfirst.org.uk