

Appeals against 1st4sport Decisions

1st4sport Qualifications endeavour to offer a high-quality service to all stakeholders. Therefore, those who are impacted by 1st4sport procedural decisions have a right to make an appeal. Working to achieve this aim assists in the maintenance of our established quality standards and ensures effective working relationships.

In the event that recognised centres, registered candidates or any relevant third party wish to appeal against a 1st4sport decision alleging that our quality standards, policy and related procedures have not been complied with, they should follow the appropriate appeal against 1st4sport decision procedure.

Procedure for recognised centres

Where recognised centres wish to appeal against a 1st4sport procedural decision, they are required to complete the *Appeals* form contained on *Athena* the *1st4sport Quality Assurance System*. *Athena* is a web-based system designed to support our communication with recognised centres/organisations. Evidence should be uploaded (where available) and attached to the appeals form. The form should be submitted via *Athena*. Acknowledgment of receipt, updates and outcomes will be communicated in writing. Appeals against procedural decisions may be due to:

- qualification approval application outcomes
- External Verifier recommendations
- discrepancies in the handling or outcome of an allegation
- recognised centre and/or qualification approval status as a result of sanctions

An administrative charge of £100 is required from recognised centres/organisations for an appeal of this type. If the appeal is upheld, the fee will be refunded. If the original decision is confirmed and appropriate, we will provide support and advice, as far as is practicable on centre and qualification approval status.

Procedure for candidates or relevant third parties

Where candidates or any relevant third party (e.g. organisations wishing to obtain recognised centre status) wish to appeal against a 1st4sport procedural decision, they are required to complete the Appeals form contained on the candidates section of the 1st4sport website. This completed form and any required evidence should be forwarded to qmt@1st4sportqualifications.com. Candidates may make an appeal after penalties have been placed upon them as a result confirmed malpractice or misconduct (e.g. cheating on an assessment). A relevant third party may make an appeal in the event that they have not been deemed eligible to make a centre recognition application.

Acknowledgment of receipt, updates and outcomes will be communicated in writing. An administrative charge of £20 is required from candidates and £100 for an organisation for an appeal of this type. If the appeal is upheld, the fee will be refunded. If the original decision is confirmed and appropriate, we will continue to provide support and advice, as far as is practicable on reassessment procedures and centre recognition and qualification approval requirements.

Supporting evidence

Where available, evidence should be provided in support of the appeal to facilitate effective review of the situation. If only hard copies of evidence in are available, these should be sent, with the form attached, by post to:

The Quality Management Team (QMT)
1st4sport Qualifications
Coachwise Ltd
Chelsea Close
Off Amberley Road
Armley
Leeds LS12 4HP

Handling arrangements

Upon receipt of an appeal against 1st4sport decisions, the *1st4sport Allegations and Appeals Handling Arrangements* are applied to establish appropriate outcomes and to ensure the situation is resolved and corrective action taken (where required). The *1st4sport Allegations and Appeals Handling Arrangements* are published on the recognised centre and candidates section of the 1st4sport website and on Athena, the 1st4sport Quality Assurance System.

Procedure for appeals against 1st4sport

