

## **Appeals Policy**

### **Purpose**

SensualSpa Beauty Trainings is committed to providing an efficient and high standard of service to all. We are continually working to achieve this high level of service by maintaining quality assurance standards which are compliant with regulatory requirements. It is our aim to ensure that all assessment outcomes are fair, consistent, and reliable based on the valid judgements of the assessor using the assessment strategy for the qualification in question. However, occasions may arise where the training provider or learner may wish to question a decision.

### **Policy**

SensualSpa Beauty Trainings will ensure that:

- Assessments are carried out by assessors who have the appropriate qualifications, knowledge, understanding, and skills, and the assessments are valid for the subject or qualification in question
- Assessment evidence is authentic, solely being produced by the learner in question
- The consistency of assessments decisions covering all assessors over time
- Appeals are heard by individuals that have the appropriate competence to make decisions in each individual case and have had no prior involvement, or a personal interest in the case.

Everyone has the right to appeal if they believe that their assessment decision, or a decision following a malpractice or maladministration investigation is incorrect. This policy will define the stages and procedures you would need to follow, guidance is as follows:

- The process you need to follow to submit an enquiry or appeal
- The timescales for an enquiry or appeal
- How and when you will be notified of the outcome.

SensualSpa Beauty Trainings will accept an appeal in relation to the following:

- Appeals against results of assessment or quality assurance
- Appeals against a decision made relating to a reasonable adjustment or special considerations application
- Appeals against decisions relating to any action taken against a learner or centre following an investigation into malpractice or maladministration
- Appeals against centre or qualification approval decisions.

SensualSpa Beauty Trainings have this Enquiries and Appeals Policy available on our website so all learners and training providers can access this information or can request a copy by contacting us. We are committed to providing an equal opportunity for all, where possible to communicate with us. Therefore, if a learner or training provider wishes to enquire or appeal against an assessment decision they have clear guidance on how to proceed.

Firstly, we advise all learners to discuss any concerns or enquiries relating to the result of the assessment with the assessor to resolve the issue. If you are not satisfied with the outcome then please contact us at SensualSpa Beauty Trainings for further advice and guidance or refer to the guide within this policy.

### **Stage 1: Enquiries Regarding Assessment Decisions**

If a learner wishes to question an assessment result they should initially discuss their concerns with the approved training centre's (ATC) tutor/assessor and follow the ATCs appeal process. If the learner is not satisfied with the outcome the ATC's tutor/assessor and learner should complete stage 1 of the Enquiries and Appeals Form which is available to complete via SensualSpa website. This must be submitted to SensualSpa Beauty Trainings within 28 days of the final results being issued to the learners.

SensualSpa Beauty Trainings will acknowledge receipt of the enquiry via the email within 7 working days, this will be followed promptly by the adjudication process. SensualSpa will appoint the relevant manager to act as an adjudicator who has not had any involvement with the case. The adjudicator will consider the written submission from the course tutor/assessor and learner and will review the procedures that were followed to reach the result decision, this may include contacting other parties who were included within the course.

The adjudicator may instruct that a further re-mark or re-assessment should take place if they consider that the assessment procedures were not adequately followed.

The tutor/assessor and learner will be notified via the email of the adjudication outcome as soon as it is available, within a maximum of 28 days.

If the ATC tutor/assessor and learner are not satisfied with the enquiry outcome of stage 1, they may escalate the decision to stage 2 of this process. Please complete stage 2 of the Enquiries and Appeal Form via email.

### **Stage 2: Appeal**

A stage 2 appeal must be submitted within 14 days of the stage 1 enquiry decision being received, accompanied with an administration fee of £50. SensualSpa Beauty Trainings will acknowledge receipt of this appeal within 7 working days via email. The appellant will be contacted within 14 days to outline the procedures that will be adopted.

SensualSpa Beauty Trainings will make arrangements for the SensualSpa Beauty Trainings appeals committee to promptly hear the appeal at our head office. You may attend and have one representative present at the appeal hearing.

The appeals committee consisting of senior managers or other individuals deemed to be appropriately competent, who have no personal interest in the decision being appealed and an independent person who is not an employee, assessor or otherwise connected to SensualSpa Beauty Trainings will evaluate the procedures used for consistency with Safety Training Awards procedures to review if the previous decision was reached fairly.

The appeals committee are unable to re-mark or re-assess work but may instruct that a further re-mark or re-assessment should take place if they consider that the procedures were not adequately followed.

The appeals committee will make the final decision and notify the appellant of the outcome by letter as soon as it is available, within a maximum of 28 days. If the appeal is upheld the appeal administration fees will be reimbursed to the learner.

If the outcome of an appeal at any stage leads to SensualSpa Beauty Trainings discovering a failure in the assessment process an investigation shall be conducted to determine if there are any other learners affected, and if there are any adverse effects arising from the failure. If this is the case, SensualSpa Beauty Trainings shall promptly implement the adverse effects procedure and take decisive action to correct the failure, or if this is not possible to reduce the impact of the failure on any learners.

### **Referral to Regulatory Authority**

If the learner is not satisfied with the appeal committee's decision they may refer their complaint to the appropriate Regulatory Authority i.e. Ofqual (England), SQA Accreditation (Scotland) or Qualifications Wales (Wales). Please note that the regulators are unable to overturn an assessment decision. Please see below for the relevant contact details.

### **Monitoring and Review**

Following an appeal decision that is upheld due to a failure in SensualSpa Beauty Trainings assessment process, or notification of failure in the assessment processes of other awarding organisations, policies and procedures shall be reviewed to ensure that the failure does not reoccur. This policy and its procedures will be reviewed annually as part of our quality assurance requirements to ensure it is fit for purpose, reflects the type of appeals that we may receive and ensure the process is managed in accordance with regulatory requirements.

### **Contact Details**

#### **SensualSpa Beauty Trainings**

43 Greenwood Drive

S9 4GY Sheffield

[www.beautytrainings.co.uk](http://www.beautytrainings.co.uk)

[info@sensualspa.uk](mailto:info@sensualspa.uk)

#### **Ofqual (England)**

Complaints

Ofqual

Earlsdon Park

53-55 Butts Road

Coventry  
CV1 3BH

Tel: 0300 303 3344 (the phone line is open on weekdays from 09:00 to 17:00)

Website: [ofqual.gov.uk](http://ofqual.gov.uk)

Email: [complaints@ofqual.gov.uk](mailto:complaints@ofqual.gov.uk)

### **SQA Accreditation (Scotland)**

SQA Accreditation  
The Optima Building  
58 Robertson Street  
Glasgow  
G2 8DQ

Tel: 0345 213 5249

Website: [accreditation.sqa.org.uk](http://accreditation.sqa.org.uk)

Email: [accreditation@sqa.org.uk](mailto:accreditation@sqa.org.uk)

For complaints relating to schools or public leisure centres in Scotland, a complaint can be raised with the Scottish Public Services Ombudsman.

### **Scottish Public Services Ombudsman**

#### **In Person**

SPSO  
Bridgeside House  
99 McDonald Road  
Edinburgh  
EH7 4NS

#### **By Post**

Freepost SPSO (this is all you need to write on the envelope, and you don't need to use a stamp)

Website: [www.spsso.org.uk](http://www.spsso.org.uk)

Freephone advice line: 0800 377 7330

Fax: 0800 377 7331

### **Qualifications Wales (Wales)**

Qualifications Wales  
Q2 Building, Pencarn Lane  
Imperial Park  
Coedkernew  
Newport  
NP10 8AR

Tel: 01633 373 222

Website: [qualificationswales.org](http://qualificationswales.org)

Email: [enquiries@qualificationswales.org](mailto:enquiries@qualificationswales.org) (if you wish to make a complaint, please title your email 'Complaint')

