

Appeals Policy

Introduction

FitnessGenes Limited is committed to providing the opportunity for learners to appeal decisions that impact on their progression or assessment outcomes. This is to help ensure academic integrity of the education course and ensure fair and consistent outcomes.

Policy Purpose

This policy outlines the procedural processes through which a learner can formally request a review of assessment, exceptional circumstances or misconduct decisions.

It is also for use by staff to ensure that all appeals are handled in a consistent manner.

This policy covers:

- Appeals from learners in relation to an assessment decision on the basis that procedures were not applied consistently or that procedures were not followed properly and fairly;
- Appeals from learners relating to a decision to decline a request to make reasonable adjustments or give special considerations to an individual learner;
- Appeals from learners in relation to the application of a sanction/action on an individual resulting an investigation into malpractice or maladministration or a decision to amend a learner/set of learners' results following a malpractice or malpractice investigation;
- Appeals from learners relating to a decision made by the organisation following an investigation into a complaint.

In all cases, appeals can only be made on the basis that *FitnessGenes Limited* has not applied our procedures consistently or those procedures were not followed properly, consistently and fairly.

Appeals Process

Submission of an appeal should occur within 20 days of the event being appealed and provide details of:

- Learner name(s)
- Date(s) the learner received notification of an assessment outcome
- Title of qualification affected
- Full details of the appeal (with supporting evidence)

FitnessGenes Limited will acknowledge receipt of the appeal within 3 working days and provide an initial review within 10 working days. Depending upon the nature of the appeal, the review process may require an extended amount of time.

The following procedures will be undertaken:



Step 1 – Initial review of appeal by Education Lead. Appeal can either be upheld or dismissed. Reasons for an appeal dismissal include it not conforming to the permitted grounds for appeals, being submitted out of time, or there being no evidence to support the appeal. The learner will be notified of the status of the initial review within 10 working days.

Step 2 – Any appeals that are upheld will be submitted to an internal Appeals Panel who will make a judgement on the appeal and the recommended actions to take place. The Appeals panel will be made up of Senior Management. A decision will be provided by the Appeals Panel and communicated with the learner within 10 working days.

Confidentiality

FitnessGenes Limited will limit disclosure of information of those who need to consider or respond to the appealed case, to provide a fair process. If the appeal involves a member of staff, they will be informed to allow the right to reply to the appeal.

All records of any appeals will be processed in accordance with *FitnessGenes Limited's* relevant privacy and data protection policies, aligned with the obligations under Data Protection legislation.

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Reviewed by: Geraldine Campbell

Position: Product Lead / Quality Manager

Next Review Date: 30th January 2027