

An appeal is an application for a decision to be changed.

As examples, appeals to First Aid Awards (FAA) could be about:

- Assessment results
- Reasonable adjustment and special consideration decisions
- Action to be taken against a learner or an FAA centre following an investigation into maladministration or malpractice

LEARNER APPEAL

You should initially appeal to the FAA centre who will investigate following their appeals policy. If you are unhappy with their decision the appeal can be referred to FAA.

FAA will investigate the appeal of assessment results on the basis that procedures were not applied consistently or followed properly and fairly. If the appeal is upheld FAA will correct the result informing you and the centre.

If you are unhappy with the conduct of the appeals process by the centre or FAA then you are able to escalate this to the appropriate regulatory body, Ofqual or SQA Accreditation. Please note that the regulatory bodies are unable to overturn assessment decisions.

CENTRE APPEAL

There are two possible stages for centre appeal to FAA. Stage 1 is the initial appeal and stage 2 is an independent appeal review if you are unhappy with the decision from the initial appeal.

When examining an appeal FAA will review all information received and take into consideration any other information we may have on record. Additional information could be requested, or a centre visit arranged if necessary.

FAA will follow the [FAA Maladministration and Malpractice Policy \(including whistleblowing\)](#) if maladministration or malpractice is suspected or proven during an investigation.

FAA will treat every appeal fairly but will not engage with frivolous or vexatious appeals or repeated contact where no new information is given.

FAA hold and process personal data in accordance with GDPR. Please refer to the [FAA Data Protection Policy](#).

MAKING AN APPEAL TO FAA

An appeal should be made:

- Within 20 working days of the decision that is being appealed
- In writing, giving your name and contact details
- Detailing the reason why the appeal is being made

FAA procedure

FAA will:

- Acknowledge your appeal within 2 working days
- Examine the appeal using personnel with appropriate competence who have no personal interest in the decision being appealed
- Aim to complete within 20 working days advising you of any revised timescale if necessary
- Inform you of the outcome in writing, either that the appeal is upheld or not upheld

Outcome

If the appeal is upheld FAA will amend the decision being appealed.

If the appeal is being made by a centre and is not upheld and you do not agree with the decision, you can proceed to stage 2 which is an independent appeal review.

INDEPENDENT APPEAL REVIEW

To escalate a centre appeal to an independent review a fee is payable to cover the cost of employing a suitably competent and independent person to examine the appeal. The fee as stated on the [FAA Pricing Policy](#) must be paid when lodging the appeal and will be refunded if the appeal is upheld.

Making an appeal

A request for an independent appeal review should be made:

- In writing explaining why you think the original appeal process was flawed or the decision made is incorrect
- Within 10 working days of the initial FAA appeal decision being received
- To include payment

Independent appeal review procedure

FAA will:

- Acknowledge your request within 2 working days
- Arrange for review of the appeal by a suitably competent and independent person who has not been involved in the appeal so far, is not employed by or otherwise connected to FAA, and does not have any personal interest in the decision being appealed
- Aim to complete within 20 working days advising you of any revised timescale if necessary
- Inform you of the outcome in writing, either that the appeal is upheld or not upheld

Outcome

If the appeal is upheld FAA will amend the decision being appealed and refund the fee paid.

If the appeal is not upheld you will be informed that the decision is final as far as FAA is concerned.

Centre referral to the regulatory body

If you have exhausted FAA's appeals process and are unhappy with the result you can refer the matter to the regulatory body.

FAA REGULATORY RESPONSIBILITY

If a failure or weakness is found in the assessment process FAA will take all reasonable steps to correct, or where it cannot be corrected, mitigate as far as possible and ensure that the failure does not recur. Any other learners who have been affected will be identified and FAA will inform the regulatory bodies as appropriate.

FAA policies are kept under constant review and updated as and when required.