

Appeals against Assessment Decisions Policy

Making an appeal

If a learner disagrees with an assessment decision(s) made by an assessor on an Institute of Swimming course, they are entitled to make a formal appeal within 28 days of being informed of that decision. The appeal must be made in writing and sent to iosqualityteam@swimming.org and should include:

- Learner name
- Course details, including course title, venue, start date, assessor name
- Reasons for appealing the assessment decision

If a learner wants to make a formal complaint regarding any aspect of their course experience that does not relate to an assessment decision, please refer to IOSPOL004 Complaints Policy.

A learner may nominate an appropriate representative to act on their behalf if they are unable to represent themselves.

Resolving an appeal

Stage 1 - Within 28 days of receiving the appeal

If the learner has undertaken a course with an online element, the Institute of Swimming may be able to access this work already on the learner's behalf.

If the learner has undertaken a face to face course, then the learner should send a copy of their work electronically to iosqualityteam@swimming.org or send original work in the post to the below address:

FAO: Quality Team
Institute of Swimming
Pavillion 3
SportPark
3 Oakwood Drive
Loughborough University
LE11 3QF

QO to review the original work along with the learner's appeal and to email the learner their findings. If the assessment decision is upheld and the learner wishes to escalate their appeal following the conclusion of Stage 1, they should let it be known, including reasons why they disagree with the decision.

This must be made in writing and sent to iosqualityteam@swimming.org within five working days that they wish to progress to Stage 2.

Stage 2 - Within 28 days of completion of Stage 1

All evidence will be presented to the DM/QM. DM/QM will determine the outcome of the learner's appeal and make the final decision. DM/QM to email the learner their findings. If the outcome of stage 2 is deemed unsatisfactory by the learner, they can refer their appeal to the relevant Awarding Organisation.

Stage 3

For SEQ qualifications, appeals should be emailed to qualityassurance@swimenglandqualifications.com within 20 working days from the date the Institute of Swimming closed the appeal.

For Pool Plant qualifications, appeals should be emailed to compliance@rlss.org.uk within 7 working days of an unsatisfactory outcome from an appeal to the Institute of Swimming

For Coaching certificates, appeals should be emailed to coachingcertificates@swimming.org within 20 working days from the date the Institute of Swimming closed the appeal

This request must include evidence and results of the learner's or their appropriate representative's appeal.