



The Canoe Association of Northern Ireland Appeals Policy for CANI Delivery Centre

Purpose of policy: This policy sets out the appeal process and arrangements for a learner who has had an unsuccessful outcome at a British Canoeing Awarding Body qualification course conducted by a CANI registered course provider.

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Introduction

It is the expectation of CANI, that your experience with any of our Providers will be positive, developmental and that you will be treated fairly without discrimination.

We recognise that this may not always be the case and set out below is our appeals procedure.

The CANI Appeals Procedure is in place for learners who wish to appeal against assessment decisions relating to British Canoeing Awarding Body (BCAB) Qualifications and Awards.

This policy includes the procedure for making an appeal to CANI and describes how our staff will deal with it.

Appeals can be made by:

- Learners
- Tutors, Assessors and Providers
- CANI Staff
- Anyone involved with standardisation or Quality Assurance of BCAB

Appeals

Appeals can be made about an assessment, or any other Delivery Centre decision made by CANI or one of our staff, Internal Verifiers, Quality Assurance Officers, Trainers, Assessors or Providers, including:

- Quality/result of assessment
- Decisions for reasonable adjustments or special considerations
- Administration errors
- Withdrawal of certification or action plans resulting from monitoring audits
- Decisions relating to any action following a malpractice/maladministration investigation

Application for Appeal

It is expected that in the majority of cases, the Learner will raise the area of concern with the Assessor, in the hope that the matter can be amicably resolved between both parties. Where it is inappropriate that the Assessor be confronted with the concern or there is no amicable solution, the Learner should appeal, in writing, to the CANI Delivery Centre Responsible Officer within 20 working days of the assessment.

- The letter of appeal should contain the following:
- Full details of the assessment, when, where, involving whom, etc.
- The nature of the appeal
- Any supporting documentation relating to the assessment (action plan, reports, etc.)
- A deposit of £50 is also required before the appeal will be considered. This is refundable if the appeal is successful.

Appeals principles

In cases of appeals against assessment decisions, the appeals procedure will focus on whether the procedures used were consistent with the BCAB and CANI assessment requirements and that these requirements were applied properly and fairly.

Appeal outcome

Appeals will be acknowledged by CANI within five working days of receipt and payment and considered within 20 working days. The outcome of the appeal will be notified to the appellant in writing within five working days of the decision having been reached. This notification will include the reason for the decision.

The outcome will be based on one of the following possibilities:

1. The original decision confirmed
2. The assessment should be carried out again, by the same or a different assessor
3. The original decision be overturned, and the evidence judged to be adequate

Independent review of unresolved appeals

If the first stage of the appeal process, outlined above, ends in a stalemate, the appellant can (within 20 working days of the communication of the appeal outcome) request that the appeal be referred to BCAB for reconsideration. The BCAB decision will be final.