

Appeals against Assessment Decisions Policy

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Making an appeal

If a learner is 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 should include reasons why they disagree with the decision(s). Appeals must be made in writing and sent to iosqualityteam@swimming.org.

Resolving an appeal

Stage 1 - Within 28 days of receiving the appeal

The course assessor to review the original work along with the learner’s appeal. Assessor to write a brief report detailing the assessment decision with their rationale. One copy will be submitted to learner, one copy will be retained by the Institute of Swimming.

If the learner wishes to escalate their appeal following the conclusion of Stage 1, then they should let it be known in writing within five working days that they wish to progress to Stage 2.

Stage 2 - Within 28 days of completion of Stage 1

Original work to be reviewed by the course Internal Verifier (IV) taking into account the learner appeal. IV to write a brief report detailing the findings of their review. One copy will be submitted to learner, one copy will be retained by the Institute of Swimming.

If the learner wishes to escalate their appeal following the conclusion of Stage 2, then they should let it be known in writing within five working days that they wish to progress to Stage 3.

Stage 3 - Within 28 days of completion of Stage 2

All evidence will be presented to the Institute of Swimming Delivery Manager. The Delivery Manager will determine the validity of the learner’s appeal and make final outcome judgement. The learner will be subject to a £100 fee prior to the commencement of Stage 3. The fee will be refunded if the appeal is successful.