

BRITISH CANOEING AWARDING BODY ENQUIRIES AND APPEALS PROCEDURE

1 THE ENQUIRY PROCEDURE

A TYPES OF ENQUIRIES COVERED BY THE PROCEDURE

Centres and candidates can check with British Canoeing Awarding Body any assessment decisions affecting candidates' results and other decisions affecting centres and/or candidates, such as a decision to withhold certificates or to suspend an approved centre status.

Centres and candidates should note that this procedure is concerned with specific enquiries related to our decisions affecting them rather than with general enquiries, such as those related to our products and services and the associated costs. This is why the enquiry procedure is closely linked with the appeals procedure, outlined in section 2 below.

B ENQUIRY ARRANGEMENTS

Enquiries about assessment and other related decisions should be directed to the Responsible Officer. If the Responsible Officer is unable to assist the enquirer, the enquiry will be passed onto other appropriate personnel.

If a centre or a candidate enquires about an assessment decision in relation to the candidate's written work, we are prepared to arrange for an External Verifier to reassess this work so as to ascertain whether the original assessment decision was correct. If, however, it is practical assessment that is being questioned, we would require centres to submit a formal appeal on their candidates' behalf, following the procedure outlined in section 2 below.

C TIMESCALES FOR DEALING WITH ENQUIRIES

Enquiries on results and related decisions will be dealt with within five working days – unless a reassessment of written work is involved, in which case the result of such reassessment will be notified to the enquirer in writing within 15 working days.

D MONITORING THE ENQUIRY SERVICE

We will monitor the operation of our enquiry service and, as part of this monitoring, welcome both centres' and candidates' views, which can be conveyed to us informally and/or formally. Formal feedback from centres is gathered through our annual customer satisfaction surveys, while candidates' views are captured via the Candidate Feedback Form, which we would encourage all candidates to complete.

2 THE APPEALS PROCEDURE

A APPEALS ARRANGEMENTS

Whenever centres or candidates do not agree with our assessment decisions or other decisions affecting them, they may lodge a formal appeal. Whether it is the centre or the candidate wishing to appeal, an appeal must always be submitted in writing by the centre and clearly outline the reason why it is being submitted.

Appeals should be made within one month of the decision having been made and should be directed to the Responsible Officer.