PADDLE SCOTLAND

Appeals Policy

6 June 2025

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

*Where referring to Paddle UK Awarding Body this document will use the terminology of "Awarding Body".

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Introduction

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

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

The Paddle Scotland Appeals Procedure is in place for learners who wish to appeal against assessment decisions relating to the Awarding Body Qualifications and Awards.

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

Appeals can be made by:

- Learners
- Tutors, Assessors and Providers
- Paddle Scotland Staff
- Anyone involved with standardisation or Quality Assurance of the Awarding Body

Please note that appeals should be directed to the specific Delivery Centre responsible for the assessment. Learners should contact Paddle Cymru, Paddle NI, or Paddles Up Training if their course was delivered by a tutor affiliated with one of these organisations.

Appeals

Appeals can be made about an assessment or any other decision made by Paddle Scotland 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 Paddle Scotland Delivery Centre Manager within 28 calendar 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.

Please note that appeals are considered by the specific Delivery Centre that is responsible for the assessment, rather than the Delivery Centre where the candidate is registered.

Appeals principles

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

Appeal outcome

Appeals will be acknowledged by Paddle Scotland within five working days of receipt and payment, and considered within 28 calendar days. The outcome of the appeal will be notified to the appellant in writing within three 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 is 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 28 calendar days of the communication of the appeal outcome) request that the appeal be referred to the Awarding Body for reconsideration. Their decision will be final.