

Lawn Tennis Association Coach Qualification Learner Appeals Reporting and Handling Procedure

This policy applies only to coach qualification courses that are delivered by the Lawn Tennis Association (the 'LTA') and awarded by 1st4sport.

Any individual who takes part in a coaching qualification delivered by the LTA and wishes to appeal the outcome of an assessment relating to the course, they must do so within 14 working days of receiving the disputed assessment outcome. Any learners wishing to appeal are advised to keep copies of all documents relating to the appeal. If an individual is looking to appeal a result that was made on a coaching qualification course that was delivered by an external provider, then that person would have to contact the provider directly.

Should a learner wish to complain about any services relating to a coach qualification course provided by the LTA they should follow the procedure stated below.

In the unlikely event that a learner exhausts this procedure and remains dissatisfied with the decision made by the LTA they may take their appeal to the *1st4sport Incidents and Investigations Manager*. Where a learner remains dissatisfied after the appeal outcomes have been confirmed by 1st4sport, they have a right to take the matter to the appropriate regulator¹.

¹ Office of Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland, The Welsh Government in Wales and Scottish Qualifications Authority (SQA) Accreditation in Scotland.

Stage 1

If the appeal cannot be resolved informally to the satisfaction of learners, or if a learner feels that they cannot make an informal appeal to their tutor/assessor, a formal appeal should be submitted in writing to the Coach Qualification Manager at the LTA using the Appeals Form (stage 1) set out below.

The Coach Qualification Manager will write to the learner to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken.

The Coach Qualification Manager will carry out an investigation, and will write to the learner within 20 working days of the date of acknowledgement of receipt with the findings and a decision as to whether the appeal was justified.

A learner is required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form (stage 1) set out below, information should include:

- the date and type of the assessment (ie observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (ie learner evidence, record of feedback from the assessor involved).

All Stage 1 appeals should be sent to:

Coach Qualification Manager

National Tennis Centre, Lawn Tennis Association, 100 Priory Lane, London, SW15 5JQ

Learner Appeal Form (stage 1)

As set out above in Stage 1 of the appeals procedure a learner is required to complete this form and forward it to the Coach Qualification Manager to make a formal appeal to the LTA, if they are still dissatisfied after having made an informal appeal to their assessor.

Learner's name	
Learner registration number	
Address	
Email address	
Contact number	
Date of assessment	
Date appeal submitted	
Name of assessor (against whose decision the appeal is being made)	

Describe the reasons for your appeal as fully as possible. Please include **copies** of any associated documents (eg learner evidence, record of feedback from the assessor involved). Learners should keep a copy of this form.

Type of assessment and nature of the appeal
<div style="text-align: right;">Please attach an additional sheet, if necessary</div>

Details of Original Assessment Decision			
Please attach an additional sheet, if necessary in addition to any supporting evidence			
Learner signature		Date	

Please return this form to:

Coach Qualification Manager, National Tennis Centre, Lawn Tennis Association, 100 Priory Lane, London, SW15 5JQ



Stage 2

If a Learner has followed Stage 1 of the appeals procedure as set out above and remains dissatisfied with the outcome, they have the right to take their appeal to the awarding organisation (1st4sport Qualifications) within 20 working days of the decision being communicated to them by the LTA.

The 1st4sport procedure for Learner Appeals against Recognised Centre Decisions can be accessed online via www.1st4sportqualifications.com

On the home page, learners should click on 'Learner information' and 'Customer Service'.

All Stage 3 appeals should be sent to:	
Address:	FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email:	IManagement@1st4sportqualifications.com

Stage 3

If learners have followed Stage 1 and 2 of this appeals procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator and further information can be found on the relevant website as set out below:

Ofqual (England)	http://ofqual.gov.uk/	The Welsh Government	http://wales.gov.uk/
CCEA (Northern Ireland)	http://www.rewardinglearning.org.uk/	SQA Accreditation (Scotland)	http://www.sqa.org.uk/