

Swift Swimmers Ltd trading as Swift Training Academy

Swift Training Academy

Enquires & Appeals Policy

Introduction and Scope

This policy applies to all learners who are undertaking or have completed a Swim England qualification and sets out Swift Training Academy's procedures and approach to submitting and considering appeals, to ensure that all outcomes are fair, consistent and reliable.

All learners have the right to enquire about, question or appeal against an assessment decision.

Appeals may be made in relation to:

- The results of assessments
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a learner or an approved training centre after an investigation into malpractice or maladministration
- Where evidence suggests we did not apply procedures consistently, or that procedures were not followed properly and fairly

Principles of making an Appeal

If a learner is unhappy about the assessment decision awarded to them, they must first go through our appeals process prior to contacting Swim England. As part of our agreement with Swim England, we must operate an appeal process for learners.

How to Appeal

Appeals should be made in writing via email to training@swiftswimmers.co.uk within 14 working days of the assessment date.

The appeal must detail:

- Learner's name and contact details
- Venue name and course reference
- Trainer's name
- Names of other involved
- Details around the ground for appeal
- Copies of any supporting evidence

If the appeal is excessively long or complex, we may ask you to provide a summary so that we are clear what the issues are.

What will happen to my Appeal?

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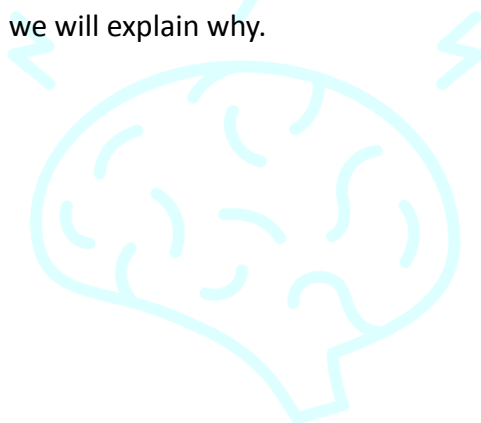
Where possible, we will undertake an initial, informal assessment of all potential appeals, to ensure the application is complete and to ascertain if the issue can be resolved, before it goes to a formal appeal. We may do so over the telephone or via email. In all instances, we will ensure that the person carrying out this initial check does not have a personal interest in the decision being appealed. All actions will be confirmed via email.

Sometimes a more formal approach is required and in these cases your appeal must be put into writing via email directly to training@swiftswimmers.co.uk

If the appeal cannot be put in writing, a member of our team will relay any verbal conversation via email, to ensure that all details around the appeal have been understood.

All appeals will be acknowledged within 7 working days of the receipt of the initial written appeal. To ensure a fair and thorough investigation, the duration may depend on the nature and severity of the appeal received, and the investigating team member will notify the appellant as soon as possible, if the investigation will take longer than expected.

If your appeal is not upheld, we will explain why.



SWIFT TRAINING
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