

UCOACH LTD

Learner Appeals, Reporting and Handling Procedure

January 2025

This procedure applies only to coaching qualification courses that are delivered by UCoach. Any individual who takes part in a coaching qualification delivered by UCoach and wishes to appeal the outcome of an assessment relating to the course must do so within 20 working days of receiving the disputed assessment outcome and are advised to keep copies of all documents relating to the appeal.

Any appeal regarding any aspect of an LTA Qualification/CPD course that has been delivered by a different Coach Development Centre or the LTA must go directly to them.

Should a learner wish to appeal an assessment decision relating to a coaching qualification course provided by UCoach they should follow the procedure stated below.

Definition of an Appeal

An appeal is a request by a learner for UCoach to review a decision made by a course assessor.

Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although it is recommended to put the appeal in writing using the UCoach Learner Appeals Form (Stage 1).

Stage 2

If learners remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then an appeal in writing should be made to UCoach within 14 working days of the Stage 1 process, using the UCoach Learner Appeals Form (Stage 2).

Stage 3

UCoach will write to the learner to acknowledge receipt of the appeal within 15 working days and outline the course of action to be taken.

Stage 4

UCoach will carry out an investigation and will write to the learner within 20 working days of the date of the acknowledgment of receipt with the findings and a decision as to whether the appeal was justified.

Stage 5

In the unlikely event that a learner exhausts this procedure and remains dissatisfied with the decision made by UCoach they may escalate their appeal to the LTA Coach Education and Qualifications Lead via this link: <https://fs18.formsite.com/ltaadmin/hzc4hqz2a8/index.html>

Learner Appeals Form 1 (Stage 1)

Learners are required to complete this form when making an appeal against the outcomes of an assessment decision and forward to the assessor.

Learner's name			
Date of assessment			
Name of assessor (against whose decision the appeal is being made)			
Nature of the Appeal			
Details of Original Assessment Decision			
Learner's signature		Date	

To be completed by the assessor

Date of meeting			
Assessor Response			
Assessor's signature		Date	
Learner's signature		Date	

Learner Appeal Form 2 (Stage 2)

Learners are required to complete this form and forward it to the Administration Manager to make a formal appeal, if they are still dissatisfied after having appealed to their assessor.

Learner's name	
Address	
Email address	
Contact number	
Date of assessment	
Course venue	
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></div> <div>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:

Julie Strange, Administration Manager, UCoach Ltd: julie.strange@ucoach.org.uk