

## Appeals Procedure

**Basketball**Scotland will adhere to the following Appeals Procedure:

### Stage 1

- Candidates must express any concern regarding the assessment process in the first instance to the Assessor. In the case of theory assessments concerns should be raised with the Education Team directly.
- In the case where the Internal Verifier is present at the assessment the matter can be discussed on the day of assessment. Written documentation of the discussions must be submitted to **Basketball**Scotland by the Internal Verifier, signed by both Assessor and Candidate.
- If the matter has been discussed and no satisfactory outcome has been achieved, (the Internal Verifier not being present at the assessment), the candidate and assessor must refer the matter in writing to the Internal Verifier appointed by **Basketball**Scotland for the course within 14 days of the assessment date.
- If no satisfactory outcome has been achieved following the above, the candidate has the right to appeal to an independent third party appointed by **Basketball**Scotland to oversee the Appeals process. This will be another Internal Verifier within **Basketball**Scotland not previously involved in the assessment of the candidate.

### Stage 2

- The Centre Contact at **Basketball**Scotland will advise the Candidate, Assessor, and Internal Verifier of the outcome within 28 days of receiving the original appeal.
- If the candidate is unhappy with the outcome of the **Basketball**Scotland appeals investigation, a further appeal can be made directly to the appropriate awarding body.

## **Awarding Body Appeals**

### **SQA Appeals Procedure**

#### Assessment arrangements

If a centre disagrees with SQA's decision about a request for assessment arrangements, the member of staff in the centre who is responsible for the area under discussion should contact the SQA Manager (see Appendix 2) within ten working days agreeing a time to discuss the matter. If, after this discussion, the member of staff is not satisfied, the Head of Centre can raise an appeal.

The appeal must be submitted to the Director of Operations in writing by the Head of Centre, and must be made within fifteen working days of the date of the discussion with the SQA Manager.

The letter should be sent to the Corporate Office at SQA's Glasgow office (see Appendix 2), and should be clearly marked as an appeal.

The appeal must include full details of the candidate's difficulties and the effect this had on the candidate's performance, as well as a statement of why the Head of Centre thinks SQA's decision is wrong.

The account must address the reasons for the original decision given by SQA. Medical certificates or reports by educational psychologists will only be considered where they are relevant to the particular appeal and do not involve the interpretation of any test results.

Appeals of this kind will be referred to an assessment arrangements panel of senior managers who were not involved in the original decision.

The decision of the assessment arrangements panel is final.

The Director of Operations will inform the Head of Centre in writing of the decision within fifteen working days of receiving the written appeal.

SQA will deal with the appeal as quickly as possible. If, for any reason, the matter cannot be resolved within this period, SQA will keep the Head of Centre informed of progress.

*Please note that for National Qualifications, the timescales for each stage are shortened to five working days. This is to ensure that the appeal can be resolved in time for the candidate undertaking the external assessment.*