

Triton Training Limited	System of Work	PAGE ISSUE DATE REVIEW	Page 1 of 4 Five 10/01/2025 10/01/2026
TITLE: ATC Reassessment Policy		APPROVED BY: Directors	

1. Reassessment Policy

Triton Training aims to provide an efficient and effective service to all along with a fair and reasonable policy with regards to reassessment. The aim of this policy is to provide a clear and structured process which highlights the terms of reassessment for learners who do not fulfil the course requirements at the initial point of assessment. Triton Training aims to ensure that:

- Learner reassessment is as easy as possible.
- Communication is timely and clear.
- The right response is provided, such as confirmation of reassessment.

2. Reassessment Terms & Conditions

By completing and sending an enrolment form for a course and making a payment in full or instalment fee, a learner is agreeing to the following Terms and Conditions:

Booking Terms:

- The learner must attend all mandatory course dates as advertised on the course confirmation receipt. If a learner chooses not to attend or to exceed the National Governing body's registration period end date, they will forfeit any course fees and reassessment opportunities.
- The learner must abide by all National governing body's registration terms and enrolment period deadlines as per their policy.
- Practical reassessment fees apply from the day after the course end date until the registration period end date set by the National governing body.
- Theoretical reassessment fees apply from 30 days after the course end date until the registration period end date set by the National governing body.
- Additional fees may include one or more of the following: Practical reassessment by a tutor, theory reassessment by a tutor. Re-registration fees apply after 12months from the first day of the course.
- Additional practical reassessment will be required if a learner's submission of theoretical tasks or portfolios exceeds 90 days from the final day of the course (including candidates who passed initial assessment).

- A learner must request a reassessment of any kind by email to info@tritontraining.co.uk for review by the Triton Training Quality Manager no more than 30 days after the course end date (3 days for RLSS NPLQ, NRASTC or ER).
- If a reassessment is authorised by the Triton Training Quality Manager additional fees may apply. This will be assessed on a case-by-case basis and will be dependent on the amount of reassessment and remarking required. The amount will be confirmed in writing along with a new deadline for submission and marking.
- Once submitted Triton Training will have up to 30 working days to complete any marking and feedback. The learner is responsible for submitting their work within this timeframe to allow time for the tutor to remark before the date exceeds any stated deadline. This applies each time documents are submitted for marking.
- Should a learner be required to resubmit any theoretical tasks or portfolios once or multiple times, feedback will be given, and a new resubmission date confirmed in writing along with revised deadlines for submission and marking.
- Triton Training appeals, cancellation and reassessment policies apply.

3. Exceptional Circumstances

- If a learner feels that they have exceptional circumstances preventing them from adhering to the terms and dates in this policy, they may apply for exceptional circumstances. Please note that an exceptional circumstances request is a request only and will not guarantee that the request is granted. The learner enrolled may be required to provide proof of change in circumstance or additional evidence to support their request.

Formal reassessment request process

Stage 1

Reassessment requests are submitted in writing and marked for the attention of Triton Training Quality Manager who will assume responsibility for the initial request at info@tritontraining.co.uk adhering to the timing detailed in sections 1-2 of this policy.

When submitting a reassessment request, the learner must provide the following:

- Name, address and contact information.
- Full details of the reassessment request such as the course name, venue, dates and invoice number.
- All supporting information such as relevant documentation.
- Details of any previous attempts to obtain a reassessment.
- What action has been taken to reassess so far.

Triton Training Quality manager will acknowledge the request in writing within 10 working days of receipt, record details and begin the reassessment investigation. A response, inclusive of explanation and resolution, will be provided where possible within 20 working days of initial request acknowledgement. To ensure a fair decision is made, the duration for the reassessment will depend on the particulars of the request received and Triton Training will notify the learner as soon as possible if the investigation will take longer than expected. At this point it is hoped the request will have been resolved however, if not then stage 2 of the formal process will begin.

Stage 2

The learner must notify Triton Training if they want to move to stage 2 of this process within 10 days of Triton Training confirming the decision of stage 1.

- The Triton Training Quality manager will inform the Triton Training Directors to review the reassessment request for further investigation.
- Acknowledgement of further investigation will be provided to the learner in writing within 5 working days of receipt of the stage 2 request.
- The learner will also be notified of the individual responsible for the investigation.
- The Triton Training Directors will conduct a further investigation into the particulars of the request. Upon cessation of investigations, the Triton Training Directors will communicate directly with the learner and provide a final resolution. This will be communicated to the learner within 20 working days of receipt of the stage 2 reassessment request. Following the Director's final decision, the reassessment request is closed.

4. Vexatious and Persistent Correspondence

- Triton Training offer a transparent cancellation and reassessment procedure and will keep learners informed throughout any investigation or request. However, learners must allow sufficient time to carry out a thorough investigation or request review.
- Triton Training will not engage with abusive or persistent correspondence from complainants once a decision has been reached.
- Repeated contact with no new evidence and /or abusive correspondence from a learner will be considered as vexatious correspondence.
- Where correspondence and /or behaviour are deemed to be vexatious, Triton Training will refer the learner to this policy, explaining that if the communication continues in this manner all correspondence will cease.

Contact details for Triton Training

Email: Info@tritontesting.co.uk

5. Updates of Procedure

Issue	Written, Checked and Approved	Issue Date	Action by
1	Updated, Checked and Approved	09/05/2019	Krystal Buckley
2	Updated, Checked and Approved	01/01/2020	Krystal Buckley
3	Updated, Checked and Approved	01/01/2021	Krystal Buckley
4	Updated, Checked and Approved	01/01/2022	Krystal Buckley
5	Updated, Checked and Approved	01/01/2023	Krystal Buckley
6	Updated, Checked and Approved	06/01/2024	Krystal Buckley
7	Updated, Checked and Approved	10/01/2025	Krystal Buckley

6. Internal Documents & Forms

1. ATC Appeals Policy (Candidate Copy).
2. Learner Assessment Prior to Learning
3. Learner Enrolment Form
4. Learner Individual Learning Plan
5. Learner Progress Report
6. Learner Exit Interview

7. Sources of Information

1. RLSS UK Guidance Documents. <https://www.rlss.org.uk/policies>
RLSS UK Compliance Team: 0300 3230 096 or compliance@rlss.org.uk
2. Swim England Guidance Documents: <https://www.swimenglandqualifications.com/our-policies/>
Swim England Quality Assurance: qualityassurance@swimenglandqualifications.com
3. STA Guidance Documents. <https://www.safetytrainingawards.co.uk/policies>
STA Compliance Team: compliance@safetytrainingawards.co.uk
4. YMCA Guidance Documents. <https://www.ymcaawards.co.uk/policies-and-procedures/>

