

Triton Training Limited	System of Work	PAGE ISSUE DATE REVIEW	Page 1 of 3 Seven 05/01/2025 05/01/2026
TITLE: ATC Appeals Policy		APPROVED BY: Directors	

1. Appeals Policy

Triton Training aims to ensure that all decisions are fair, consistent and based on valid judgements, however, acknowledges that there may be occasions where a learner may wish to question a decision made therefore, they can appeal:

- A Tutor assessment decision
- An internal verification decision
- An external verification decision
- Or any other decision made by Triton Training

This policy will outline clear guidance for the learner should they wish to enquire or appeal against an assessment decision, they will have clear guidelines on how to do so. In the first instance, learners wishing to appeal against results must follow Triton Training's appeals process through to the end only then when the learner continues to remain dissatisfied with the outcome should they contact relevant awarding body for the qualification they are working towards. This can be Swim England Qualifications, Swimming Teachers Association or RLSS. All learners will be informed of this procedure and its importance during the first hour (induction) of the course.

Definitions

Enquiry: A request for clarification or further information regarding a decision, policy, or process.

Appeal: A formal request to review or overturn a decision that the individual believes was made in error or unfairly.

Stage 1: Enquiry

In the event of a learner wishing to appeal a decision the following steps should be taken:

- The specific details of the appeal should be brought to the attention of Triton Training by email and by the learner who wishes to lodge the appeal. Any appeals should be sent to the quality manager at info@tritontraining.co.uk enquiries should be made within one month of the occurrence.
- Specific details should include the nature of the appeal and key dates, times and personnel involved.

- Triton Training will identify an investigating officer who will have no previous involvement with the specific circumstances of the appeal.
- The investigating officer will carry out an investigation within 20 working days of the appeal being lodged. If longer is required due to the nature of the appeal or specific circumstances, then the investigating officer will inform the learner lodging the appeal.
- The investigating officer will inform the learner lodging the appeal of the outcome within 20 working days of the appeal being lodged.
- If the learner lodging the appeal does not consider the findings to be fair, then the case can be referred to a mutually agreed independent person/organisation within 20 working days.
- This independent organisation will investigate the claim and report their findings within 20 days of the appeal being referred to them.
- Triton Training will notify the relevant awarding body of an appeal by completing an Appeal Form corresponding to the relevant awarding body within 10 working days.
- A representative from the relevant awarding body will review this decision in the first instance and determine if the appeal should progress to stage 2.
- The representative from the relevant awarding body will notify the individual appealing of the enquiry within 10 working days where possible.

Stage 2: Formal Appeal

If the learner remains dissatisfied after receiving the outcome of the enquiry, they can pursue a formal appeal against the decision. All appeals must be made in writing and within 10 working days of the relevant awarding body confirming the enquiry outcome.

- The representative from the relevant awarding body will acknowledge the formal appeal within 10 working days of receipt of the formal appeal. An appeal can also be requested directly with the relevant awarding body (contact details in section 4).
- The representative from the relevant awarding body will establish an appeals panel, consisting of one or more individuals, who will be competent of acting on the panel and have no personal interest in the outcome of the appeal.
- The representative from the relevant awarding body will inform the individual of the result of the appeal within 20 working days of receipt of the formal appeal and payment.
- In the event that the panel is unable to complete its investigations and determine an outcome within the 20 working days, Triton Training will be advised of the extent of any delay. Please note that charges may apply and will be dependent on the specific awarding body.

Stage 3: Panel Investigation

If the stage 2 formal appeal decision is not agreed by the individual or the relevant awarding body, then a panel investigation can be arranged along with representation from the individual and relevant awarding body. The decision from the panel will be final and charges may apply.

2. Updates of Procedure

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

3. Internal Documents & Forms

1. Triton Training ATC Appeals Policy
2. Triton Training ATC Reasonable Adjustments and Special Consideration
3. Triton Training ATC Malpractice and Maladministration Complaints

4. External 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/>
YMCA Support Team: awards.support@ymca.co.uk