



**AQUALIFE SWIMMING LIMITED**  
**APPEALS POLICY – 2022**

Aqualife Swimming Limited is an accredited Safety Training Services (STA) Swim School and provides high quality Swimming Lessons and Instructor Training services to the public. Aqualife follows and adheres to all of the STA Policies and Procedures (<https://www.sta.co.uk/policies/>).

Aqualife Swimming aims to ensure that all swimmers, learners, participants and clients receive the very highest standard of service in relation to their courses and that all assessments in respect to the STA qualifications or awards, whether during a course or external examination are valid and correct. All standards are based on the STA Learn to Swim Pathway and teaching qualification specifications set out by the STA.

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**Overview:**

- All assessments, courses, CPDs or qualifications are delivered by a qualified Tutor in that discipline.
- Assessment is made on the Learner's performance and discussion in regard to overall and continual assessment throughout the course will be considered.
- The assessment will be made by the Course Tutor and the External Assessor and agreed before informing the Learner.
- Learner will be fully briefed by Course Tutor and External Assessor, and explanation given as to how the decision has been made and on what grounds.
- Learner will be offered support, guidance and information on next steps in relation to their qualifications.
- Any appeal will be heard by a Director or Appointed Person (who has the relevant qualifications and ability) of Aqualife Swimming or the STA who is not involved in the appeal or has no prior involvement.



- Aqualife Swimming Limited will review these procedures regularly in line with the STA Policies and Procedures and ensures that all information is kept up to date.

**Stages of Appeal:**

If any Learner may wish to appeal a decision, please see below the steps to follow:

1. Learner must set out an appeal in writing to Aqualife Swimming within seven (7) days of the assessment decision.
2. Aqualife Swimming must respond within seven (7) days of receiving the complaint and report to their Internal Quality Assessor (IQA).
3. Aqualife Swimming will review or confirm the decision in regard to the assessment and report in writing to the Learner.
4. The Learner may then either accept this decision or continue with their appeal.
5. The second stage of appeal for a Learner would be to contact the IQA for Aqualife Swimming and a copy to be sent to the STA.
6. Discussion would then be had by Course Tutor, Assessor and IQA for Aqualife Swimming and an outcome should be reached within seven (7) days. The IQA will have final say on outcome.
7. The Learner will be briefed, and Aqualife Swimming shall complete the STA form for Enquiries about Results which will then be sent to the STA within 28 days of the meeting.
8. In the event that no outcome is able to be reached by the above parties, the STA will be contacted and an External Quality Assessor (EQA) will be appointed to review the case.
9. If a Learner wishes to continue to appeal the decision, they may then refer their complaint to Ofqual.



### **Contact Details**

#### **Aqualife Swimming Limited**

Course Tutor: Penny Watkins, Founder, Aqualife Swimming

STA Tutor & Assessor in: STA Level 2 Award in Swimming Teaching, STA Level 2 Certificate in Swimming Teaching

Contact: Address: Downside, Maplescombe Lane, Farningham, Dartford, DA4 0JY

Tel: 0796164138

Email: [penny@aqualifeswimming.com](mailto:penny@aqualifeswimming.com)

Course Tutor: Camilla Golledge, Tutor

STA Tutor & Assessor in: STA Level 2 Award in Swimming Teaching, STA Safety Award for Teachers

Contact: via Anna Hodges, Centre Administrator

#### **Aqualife Swimming Limited**

Course Tutor, IQA & Administration: Anna Hodges

Partner & Centre Administrator, Aqualife Swimming

Contact: 14 Juniper Close, Allington, Maidstone, Kent ME16 0XP

Tel: 077140 89928

Email: [info@aqualifeswimming.com](mailto:info@aqualifeswimming.com)

#### **External Assessor:**

Appeals Policy 2022

Aqualife Swimming Limited / 07969 164138 / [info@aqualifeswimming.com](mailto:info@aqualifeswimming.com)

[www.aqualifeswimming.com](http://www.aqualifeswimming.com)



The Assessor details will be available upon registration of each new course and details will be given on Day 1 of course.

### **Safety Training Awards**

Address: Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ

Tel: 01922 645097

Email: <https://www.sta.co.uk/contact-us/>

### **OFQUAL (England)**

Contact: Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

Tel: 0300 303 3344

Email: [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk)

### **Monitoring and Review**

This policy will be reviewed annually to ensure they remain correct and are fit for purpose. However, the policy may be reviewed and updated at any time to reflect any changes made by Safety Training Awards (STA) or the Regulatory authorities.

Policy Launch Date : October 2022

Review Due: October 2023