



**POLICY** : **COURSE APPEALS POLICY**  
**REVISION** : **1.0**  
**EFFECTIVE DATE** : **01 JUL 2018**

## 1. **Purpose**

The purpose of the Course Appeals Policy is to demonstrate the Singapore Swimming Association's (SSA) commitment to ensure all appeals submitted by candidates are effectively processed.

## 2. **Scope**

The Course Appeals Policy applies to the SG-Coach Level 1 Integrated Programme for Swimming.

## 3. **Policy**

3.1 All requests for course appeals must be made in writing to SSA. Appeals through any other means including telephone will not be entertained.

3.2 Appeals shall be submitted with a deposit of \$150.

3.3 Appeals are only applicable to candidates who have been deemed Not Yet Competent for their reassessment (second attempt).

3.3.1 Candidates who are deemed Not Yet Competent for the first attempt are still in the course with clear steps to what they can do in order to attain their reassessment.

3.4 The Appeals committee will be convened after receipt of the \$150 deposit.

3.5 The Appeals committee shall consult the assessors and candidate before deciding on the resolution.

3.6 If the Appeal is rejected, the deposit shall be forfeited. If the Appeal is accepted, the deposit shall be returned.

3.7 The Appeals Committee shall consist of

3.7.1 1 Course Assessor (who did not assess the second attempt)

3.7.2 1 Representative from SSA

3.7.3 1 Representative from the SCDC or Attachment Centre

3.8 The decision of the appeals committee shall be final.

## 4. **Continual Improvement**

The Singapore Swimming Association reviews the Course Appeals Policy at least once a year for continual improvement purposes.