



Appeals Policy

Document version control

Document title:	Appeals Policy
Document status:	Final
Version number:	1.5
Date:	24/07/2025
Author:	Qualifications Manager
Approved by:	Board
Classification:	Unclassified
Review date:	July 2026

Appeals Procedure

Whilst you will be involved in every part of your learning programme, you may feel that an assessment decision is unfair or unreasonable. You have the right to appeal against:

- assessment decisions
- examination results

Where possible, you should always discuss any concerns you may have with your Trainer Coach (TC) prior to making a formal appeal. The TC should be open-minded about your concerns, discuss the matter with their Internal Quality Assurer (IQA) and look to resolve the matter. If this cannot be achieved, then you have the right to make an appeal.

The Procedure

1. Appeals must be made in writing, to the Qualifications Manager, within 14 days of you, the learner, being notified of the assessment decision against which the appeal being made.

For examination results please see point 8.

2. The Trainer Coach will advise of the formal appeal as will the responsible IQA.
3. The Qualifications Manager will identify an appropriate member of the team to evaluate the evidence and give a judgement, known as Appeals Adjudicator.
4. The Qualifications Manager will ensure that the organisational structure of the Centre is not a barrier to an objective judgement of the appeal. If necessary, the Centre will access independent resource to achieve this.
5. The Appeals Adjudicator and where appropriate, independent advisor will report back to the Qualifications Manager who will make the final judgement on an appeal.
6. The Qualifications Manager will let you, the learner, know the adjudicator's judgement in writing, within 21 days of the written appeal being received.
7. The Trainer Coach and the IQA will also be advised. The Qualifications Manager will retain full details of the appeal for at least 5 years.
8. Post-examination results; please follow point 1, upon receipt of the Appeal the Qualifications Manager will follow the Awarding Organisation's (AO) process for the appeal against examination results, below are City & Guilds' Appeal Process, section 2 provides their process upon receipt of an Appeal:

<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/what-we-offer/centres/centre-document-library/appeals/enquiries-and-appeals-pdf.ashx?la=en&hash=4E4E1FA26A25A0DC24633E0D18FBF4ADF1A4D2C6>

Should the learner be unhappy with the decision, or has exhausted all other processes for their appeal, they can go directly to the External Quality Assurer (EQA) at the relevant Awarding Organisation who will then follow their own Appeals Procedure.

Additional information on specific Awarding Organisation appeal procedures can be found on the links below.

City & Guilds:

<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/what-we-offer/centres/centre-document-library/appeals/enquiries-and-appeals-pdf.ashx?la=en&hash=4E4E1FA26A25A0DC24633E0D18FBF4ADF1A4D2C6>

WJEC

<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/what-we-offer/centres/centre-document-library/appeals/enquiries-and-appeals-pdf.ashx?la=en&hash=4E4E1FA26A25A0DC24633E0D18FBF4ADF1A4D2C6>

EAL

<https://eal.org.uk/support/document-library/centre-support/policies-and-important-documents/38-appeals-policy-july-2018>

Note:

The Qualifications Manager may seek guidance from the EQA on any aspect of the appeals process

An unsuccessful appeal is not a reversal of the original assessment outcome, you may need to be re-assessed.

The timescales quoted in these procedures are normal maximums. In extreme cases the timescales may need to be longer in which case the reason for the longer timescales will be documented

Complaints

Educ8 Group and its member organisations have allocated responsibility for investigating complaints at a senior level within each organisation. For any complaints please follow Educ8's Complaints Policy.

Qualification Manager

Simone Hawken

simoneh@isatraining.co.uk

01443 749000