

# Appeals Procedure

Effective Date: 12/03/2026

Review Date: 12/03/2027

If you are dissatisfied with an assessment outcome, you have the right of appeal. There are 3 stages in the Appeal Procedure, and each stage must be exhausted before proceeding to the next one. You are advised to keep copies of all the documents used in the Appeal Procedure as it progresses.

### **Stage 1**

If you have received an assessment decision and feedback with which you are not satisfied, you have the right to appeal directly to the tutor/assessor who has carried out the assessment.

This appeal must be in writing, within 5 working days of the assessment being conducted and clearly indicate:

- the points of disagreement and reasons
- the evidence in the portfolio (or assessment) that you believe meets the requirements of the performance criteria or learning outcomes.

The main reasons for an appeal are likely to be:

- you do not understand why you have not met the criteria, due to lack of, or unclear, feedback from the tutor/assessor
- you believe you have met the criteria and that the tutor/assessor has misjudged you or missed/misinterpreted some vital evidence

The tutor/assessor will review your request and provide written feedback to you within 5 working days of your appeal being received.

If you are not satisfied with the outcome of Stage 1 of the procedure you may proceed to Stage 2.

### **Stage 2**

If you are not satisfied with the result of Stage 1, you have the right to appeal to the Internal Quality Assurer for your qualification. This appeal must be in writing, within 5 working days of the receipt of the result of the Stage 1 appeal and clearly indicate:

the points of disagreement and reasons

the evidence in the portfolio (or assessment) which you believe meets the requirements of the performance criteria or learning outcomes.

The main reasons for an appeal are likely to be:

you do not understand the feedback from the Assessor as to why your Stage 1 appeal was unsuccessful

you believe you have met the criteria and that the Assessor has misjudged you or missed/misinterpreted some vital evidence

The Internal Quality Assurer will review your request and provide written feedback to you within 5 working days of your appeal being received.

If you are not satisfied with the outcome of Stage 2 of the procedure you may proceed to Stage 3.

### **Stage 3**

If you are not satisfied with the result of Stage 2, you have the right to appeal to the relevant Awarding Organisation for your qualification (FireQual, NEBOSH or IOSH). This appeal must be in writing and should be submitted following the requirements of the Awarding Organisation, details of which will be provided to you by us on request.

**Note for NEBOSH qualifications:** This will normally begin with an Enquiries About Results (EAR) application (within the published 20-working-day deadline from the result notification date) followed by a formal appeal under the NEBOSH Appeals Policy if the EAR outcome is still unsatisfactory.

Please note that there may be a financial charge to the appeal / EAR process, made by the Awarding Organisation, and details of this can be accessed by contacting them directly or via their published policies on their websites.

Once stage three has been completed and, if you are not satisfied with the outcome, you can escalate an appeal to the relevant Regulator for the qualification.

For qualifications regulated by Ofqual [www.ofqual.gov.uk](http://www.ofqual.gov.uk)

For qualifications regulated by CCEA [www.ccea.org.uk](http://www.ccea.org.uk)

For qualifications regulated by SQA Accreditation [www.accreditation.sqa.org.uk](http://www.accreditation.sqa.org.uk)

For qualifications regulated by Qualifications Wales [www.qualificationswales.org](http://www.qualificationswales.org)

The Regulators publish and operate appeals procedures which can be accessed through their websites. When processing appeals, Regulators will ask for all evidence relating to the appeals and outcomes that have been taken to date to aid in their decision making.

Please note that Regulators publish details of the types of appeals they will consider (e.g. SQA Accreditation will not consider an appeal of an academic decision and will consider the process and not the decision itself). Additional guidance can be found within the published documentation on their websites.

The Centre Assessment Appeal Procedure is fully supported by senior management.

**Signature:** 

**Name:** Mike Joy

**Date:** 12/03/2026

**Position:** Managing Director