

CQM Appeals Procedure

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Learner Appeals Procedure

A learner may appeal against an internal or external assessment decision if they believe that the decision is unfair or unreasonable. The appeals procedure of the relevant awarding organisation or end point assessment organisation will be followed in the first instance, where appropriate to do so. Where this would not be appropriate, the following procedure will be applied in either internal or external situations.

External assessment decision appeals will be made by the centre on behalf of the individual (this includes End Point Assessment on Apprenticeship Standards). Where this is the agreed course of action, written confirmation will be gained from the learner prior to actioning the appeal.

Should a learner consider an assessment/moderation/grading decision to be unfair, they should follow this procedure:

Stage 1

Raise a concern with their **Development Coach**. The learner should explain their reasons for disagreeing with the decision. Discussion and explanation will usually resolve any disagreement. If, however, they are not satisfied with the explanation and still feel that the assessment is unfair, they will need to escalate their concern to the next stage.

Stage 2

Make a written appeal to the IQA for that qualification/standard. The written appeal should state the reason for disagreeing with the decision and should include any supporting evidence for consideration. The IQA should respond to the learner in writing, within 7 days of receiving the appeal. Where the matter remains unresolved, the IQA will refer the appeal to the **Quality Manager**.

Stage 3

The **Quality Manager** will review the appeal and any supporting evidence and will respond to the learner, in writing within 7 days of receiving the appeal.

Stage 4

If the learner is still not satisfied with the outcome of their appeal, they can contact the relevant awarding organisation and follow their route to appeal.

A successful appeal is not a reversal of the original assessment outcome: to establish this, the learner may need to be reassessed.

If you're making a general complaint rather than an appeal, then please see our Complaints Policy.