Candidate Appeals Policy and Procedure

Effective/Review Date: November 2025

Authorised by: Head of Centre

Review Date: November 2026

1. Purpose and Scope

This procedure ensures that learners can challenge assessment decisions fairly, transparently, and without disadvantage. It applies to all assessment decisions made by 2WARDS LIMITED or its awarding organisations.

2. Commitment to Fairness and Non-Victimisation

The Academy/Centre guarantees that:

• Learners have the right to appeal without fear of disadvantage or victimisation.
• All appeals will be treated confidentially and objectively.
• Appellants will continue to receive fair access to learning, support, and assessment while the appeal is ongoing.

Any form of retaliation against an appellant will be treated as misconduct.

3. Who Can Appeal

Learners may appeal if they believe:

- An assessment decision is incorrect or unfair.
- Procedures were not followed correctly.
- Reasonable adjustments or special considerations were not applied appropriately.
- The Academy has declined to support an appeal to the awarding organisation.

4. Overview of Roles and Key Personnel

Role	Responsibility
Learner	Raises concerns and submits appeal
Assessor	Provides assessment evidence and explanation
Centre Manager	Oversees informal resolution and formal appeal administration
IQA (Internal Quality Assurer)	Provides independent evaluation where necessary
Appeals Panel	Makes the final internal decision; must be independent of original assessor

Head of Centre	Confirms panel membership and ensures procedural integrity

5. Stage 1 – Informal Resolution

Learners should attempt informal resolution within 5 working days of receiving their assessment decision.

Steps:

1. Discuss the concern with the Centre Manager or assessor.
2. A meeting is arranged to review the issue.
3. An independent assessor or IQA may re-evaluate the original decision.
4. If unresolved, the learner may proceed to a formal appeal.

A summary of informal actions is recorded.

6. Stage 2 – Formal Appeal

Learners may submit a formal appeal if informal resolution is unsuccessful.

How to Submit

- Complete the official Appeal Form (available online or from reception).
- Submit to the Centre Manager within 10 working days of the decision.
- Include any supporting evidence.

Acknowledgement

The Centre Manager will acknowledge receipt within 3 working days.

Appeals Panel Review

- The Appeals Panel (minimum of two members, independent from the original decision) will review all evidence.
- The panel may interview the learner, assessor, or internal quality staff if required.

Timeline

A written decision will be issued within 20 working days of receiving the appeal.

7. Stage 3 – External Appeal to Awarding Organisation

If the learner remains dissatisfied, they may escalate the appeal to the awarding organisation.

The Academy/Centre will:

- Provide all required documentation
- Support the learner through the process

Learners must comply with the awarding organisation's deadlines.

8. Appeal Outcomes

Possible outcomes include:

- **Appeal Upheld**
  - Re-assessment offered
  - Work re-marked by new assessor
  - Grade amended
  - Procedural error corrected
  - Reasonable adjustments applied retrospectively
- **Appeal Not Upheld**
  - Original decision stands
  - Clear explanation provided
- **Further Action Required**

- Additional evidence requested
- Follow-up investigation

All outcomes will be communicated in writing.

9. Protection Against Victimisation

The Academy/Centre strictly prohibits retaliation, negative treatment, loss of opportunity, unfair marking and withdrawal of support towards any learner who lodges an appeal.
Any breach will result in disciplinary action.

10. Record Keeping

All records related to appeals, including forms, evidence, correspondence, and panel reports and final outcomes, will be retained securely for a minimum of 18 months and made available for audit upon request.

11. Monitoring and Review

This policy will be reviewed annually or in response to changes in regulatory requirements.
Appeal trends and outcomes are reviewed annually to improve assessment practices, identify training needs and strengthen quality assurance.