

Appeals Policy and Procedure

Version:	Changes:	Date:	Made by:	Review date
V.019a	Initial version	May 2019	Diane McGhee	May 2021
V.021a	Reviewed, no revisions required	May 2021	Diane McGhee	May 2023
V.023a	Reviewed, inclusion of change table at front of document	Jan 23	Diane McGhee	January 2025
V.024a	Reviewed, no revisions required	Aug 24	Diane McGhee	August 2026

Appeals Policy and Procedure

Appeals Policy & Procedure

This policy applies to all Quelltex training programmes. It can be read in conjunction with all other policies on our site: <https://www.quelltex.co.uk>

An appeal is a request from a learner to revisit an assessment decision which they considers is disadvantaging them.

This policy sets out our commitment to learners who wish to enquire, question or appeal against an assessment decision.

Our commitment

We will show transparency and fairness in our assessment practices by allowing anyone who feels this is not achieved the right to appeal.

Our procedures

- We provide our training and assessment staff with the expertise needed to comply with this policy and related procedures.
- We provide our candidates with details of how to appeal an assessment decision. This includes:
 - contact details of a named representative
 - the timescales for any investigation to be undertaken
 - the timescales for the outcome to be communicated
 - the process to follow if the outcome is deemed to be unfair, including the ultimate right of appeal to the CAA.
- We have clear, consistent and transparent procedures for learners to enable them to enquire about, question or appeal an assessment decision, including requests for reasonable adjustments or special consideration.
- We provide information to learners at induction and prior to each summative assessment, of the contents of this policy and related procedures.
- We will ensure that any appeal is recorded and documentation is retained for a minimum of 18 months following the resolution of the appeal.
- We will maintain confidentiality of any learner information related to an appeal.
- We will take appropriate action to protect the interests of other learners and the integrity of the training, when the outcome of an appeal questions the validity of other results.
- We will monitor our compliance with this policy by collecting data through learner and employee applications, feedback and outcomes.

Appeals Policy and Procedure

Obtaining Forms

Appeal Against an Assessment Decision Form, can be requested from the Quelltex administration manager or from the trainer of the course the candidate is attending. Our trainers carry a copy of our Appeal against Assessment Decision Form at all times so that they can be ready to help any candidate should they request it.

The Appeal Procedure

Stage 1

The learner is responsible for initiating the appeal procedure.

- An appeal must be made within seven days of receiving feedback on a summative assessment by use of the appeals form or by email. There will then be an informal discussion between the instructor/assessor and learner
- The discussion must take place within seven days of the request
- A note of the discussion must be maintained by the instructor/assessor
- If the issue is not resolved, move to Stage 2

Stage 2

The learner is responsible for initiating the second stage of the appeals procedure:

- The learner must complete the Appeal Against an Assessment Decision Form and submit to Quelltex Admin Manager (Diane) within seven days of the informal discussion
- **Diane and Managing Director, Paul will review** the assessment. If **the Managing Director** has already reviewed the assessment as part of the sampling process, the appeal should move to Stage 3
- **Managing Director, Paul, will** complete the Appeal Against an Assessment Decision Form and respond to the learner and instructor within seven days of the appeal
- The learner acknowledges the recommended outcome and signs the form. If resolved, no further action is required. If unresolved move to Stage 3.

Stage 3

- The appeal is now escalated to the CAA