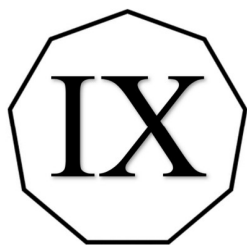




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Appeals Procedure

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 Assessor prior to making a formal appeal. The assessor 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.

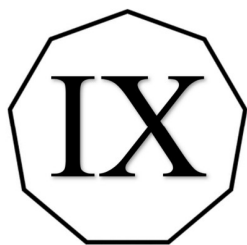
The Procedure

1. Appeals must be made in writing, to the Directors, 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 Assessor will advise of the formal appeal as will the responsible IQA.
3. The Director(s) will identify an appropriate member of the team to evaluate the evidence and give a judgement, known as Appeals Adjudicator.
4. The Director(s) 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 Director(s) who will make the final judgement on an appeal.
6. The Director(s) will let you, the learner, know the adjudicator's judgement in writing, within 21 days of the written appeal being received.
7. The Assessor and the IQA will also be advised. The Director(s) 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 Director(s) will follow the Awarding Organisation's (AO) process for the appeal against examination results, below are EAL' Appeal Process.

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



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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 Director(s) 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

NINE have allocated responsibility for investigating complaints at a senior level within each organisation. For any complaints, please follow NINE Complaints Policy.

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