



NiNe Training Limited

Appeals Policy 2025/26

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Introduction

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.

Due to the size of the centre, NiNe operates a staged appeals process which ensures separation of roles rather than separation of personnel. Individuals involved in the original assessment decision will not be involved in reviewing the appeal at any stage.

The Procedure

Stage 1 – Informal Resolution (Assessor)

Where possible, learners should first discuss any concerns with their Assessor.
The Assessor will:

- Review the decision with the learner
- Discuss the concern with the IQA
- Attempt to resolve the issue informally

If the matter cannot be resolved, the learner may proceed to a formal appeal.

Stage 2 – Formal Appeal (IQA Review)

The learner must submit a written appeal within 14 days of being notified of the assessment decision.
The IQA will:

- Review all evidence, assessment decisions and feedback
- Consider whether assessment decisions were fair, valid and in line with Awarding Organisation requirements
- Provide a written outcome to the learner within **21 days**

The Assessor will be informed of the outcome.



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Stage 3 – Centre Review (Head of Operations)

If the learner remains dissatisfied, the appeal will be reviewed by the Head of Operations, who has had no involvement in the original decision or Stage 2 review.

The Head of Operations will:

- Review all documentation and findings
- Confirm whether correct procedures were followed
- Provide a written response to the learner

Stage 4 – Final Internal Review (Director)

If the learner is still dissatisfied, the appeal will be escalated to a Director who has had no prior involvement in the process.

The Director will:

- Review the full appeal trail
- Ensure the centre process has been followed correctly
- Provide a final centre decision in writing

All appeal documentation will be retained for a minimum of 5 years within the learner's SharePoint file and the centre Corporate/Management folder.

Stage 5 – Awarding Organisation

If the learner remains dissatisfied after exhausting the centre appeals process, they may escalate the appeal to the relevant Awarding Organisation, in line with their current appeals procedure. The centre will fully cooperate with any Awarding Organisation investigation.

Post-Examination Results

Appeals relating to examination results will follow the same stages above. Where required, the centre will follow the Awarding Organisation's specific process for post-results appeals.

Timescales

The timescales above are normal maximums and are in line with Awarding Organisation expectations. In exceptional circumstances, these may be extended, and the learner will be informed of the reason.

Additional information on specific Awarding Organisation appeal procedures can be found on the links below.

City & Guilds:

[Appeals for qualifications](#)

EAL

[Appeals Policy V1.2 August 2025.pdf](#)



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Note:

NiNe Training Limited 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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