

## Forming Connections

# APPEALS PROCEDURE

**Last reviewed:** 26/05/2026

**Next review due:** 25/05/2027

**Policy owner:** Education Director

**Applies to:** All staff, contractors, volunteers, participants, parents/carers, and external partners

## 1. Policy Statement

At **Forming Connections**, we provide a formal route for our participants/delegates wishing to appeal against an assessment decision. All participants/delegates are assessed fairly and objectively against the relevant learning outcomes for their course and regulating organisation criteria, where applicable. Assessment decisions are made by internal Assessors.

This procedure ensures that any participant/delegate who feels an assessment decision is unfair, incorrect, or has not taken specific circumstances into account has a transparent and timely mechanism to have that decision reviewed.

## 2. Areas for Appeal

Our Appeals Procedure enables participants/delegates in certain situations to make a formal appeal against a recommendation or assessment decision relating to:

1. **Assessor vs. IQA Discrepancy:** The Assessor's decision on any element of assessment that differs from that of our Internal Quality Assurer's (IQA) decision (for example, if an internal assessment has been marked by the Assessor as achieved but the IQA disagrees with this decision).
2. **Adjustments and Considerations:** An application for a reasonable adjustment or special consideration submitted to the regulating organisation for approval.
3. **Final Decision:** Our final, overall assessment decision for a CPD Course.

## 3. Grounds for Appeal

The following is a list of examples of valid grounds for appeal (please note this list is not exhaustive):

- A requested reasonable adjustment was refused without reason, or a decision to limit a request for a reasonable adjustment proved to be inappropriate or insufficient.
- The participant/delegate requested special consideration due to mitigating circumstances, but this does not seem to have been applied.
- There was inappropriate, biased, or irregular conduct on the part of the Assessor during the assessment process.

## 4. Appeals Process

### Stage 1: Informal Discussion & Application

- **Immediate Action:** The participant/delegate should discuss their intention to appeal an assessment decision directly with the Assessor responsible for that decision **on the day they receive the decision**.
- **Application:** If the participant/delegate remains dissatisfied with the outcome of this initial discussion, they must request a '**Participant/Delegate Appeals Application**' form, which can be emailed or posted out.
- **Deadline:** The participant/delegate must submit this completed form, along with any supporting evidence, within **5 working days** of the date of the assessment.

*Appeals received after this timeframe will not be heard.*

### Stage 2: Internal Quality Assurer (IQA) Review

- **Investigation:** Once the form is received, our designated Internal Quality Assurer (IQA) will thoroughly investigate the appeal, reviewing the assessment records, criteria, and evidence provided.
- **Outcome:** The IQA will respond in writing to the participant/delegate with an official decision within **20 working days** of receiving the appeal form.

### Stage 3: Escalation to Company Owner

- **Final Review:** If the participant/delegate is dissatisfied with the IQA's Stage 2 decision, they have the right to escalate the matter by making a formal complaint directly to the Owner/Director of the company, **Brenda Keirnan**.
- **Contact Email:** [brenda@formingconnections.co.uk](mailto:brenda@formingconnections.co.uk)
- The Director will review the entire process to ensure fairness and adherence to policy. This decision will be final.

## 5. Additional Notes & Evidence Requirements

1. **Practical Assessments:** It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals in practical teaching based solely on the participant's/delegate's disagreement with the Assessor's decision will **only** be considered when accompanied by a video recording of the practical assessment.
2. **Right to Record:** The participant/delegate has the right to video any aspect of their practical assessment using their own video recording equipment, provided it does not interfere with the assessment process, other participants/delegates, or the Assessor's ability to carry out their role(s).
3. **Video Operators:** It is the sole responsibility of the participant/delegate to arrange an independent video operator if they wish to record their assessment.
4. **Medical Deferrals:** Prior to the assessment date, it is the responsibility of the participant/delegate to notify **Forming Connections** of any medical problem or health issue which may adversely affect their performance. This allows a timely decision to be made regarding a course deferral before the assessment takes place.

## 6. Policy Authorisation & Review

This policy has been approved & authorised by:

- **Name:** Brenda Keirnan
- **Position:** Director / Owner
- **Date:** 26th May 2026
- **Review Date of Policy:** 26th May 2027 *(Or sooner if required by regulatory updates)*

Name: Brenda Keirnan  
Role: Education Director  
Date: 26/05/2026