



CONSILIUM
TRAINING + SUPPORT

APPEALS PROCEDURE

Appeals Procedure for Students Enrolled on Accredited Training Courses and Programmes

Introduction:

We at CONSILIUM TRAINING AND SUPPORT LTD provide a formal route for our learners wishing to appeal against an assessment decision. All learners are assessed against the relevant learning outcomes for the course and regulating organisation criteria, where applicable. Assessment decisions are made by internal Assessors.

Areas for Appeal:

Our Appeals Policy enables learners in certain situations to make a formal appeal against a recommendation or assessment decision relating to:

1. the Assessor's decision on any element of assessment that differs to that of our Internal Quality Assurer's decision (for example, if an internal assessment has been marked by the Assessor as achieved but the Internal Quality Assurer disagrees with this decision).
2. an application for a reasonable adjustment or special consideration submitted to the regulating organisation for approval.
3. our final, overall assessment decision for a course.

Grounds for Appeal:

The following is a list of examples and is not exhaustive:

- A reasonable adjustment was refused without reason, or a decision to limit a requested for a reasonable adjustment proved to be inappropriate or insufficient.
- The learner requested special consideration, but this does not seem to have been applied.
- If the learner believes that CONSILIUM TRAINING AND SUPPORT LTD has not applied our procedures properly, consistently and fairly.
- If the learner is not satisfied with the conduct of the assessment and believes it has disadvantaged them.
- If the learner feels that the premises or environment for the assessment has disadvantaged them.
- There was inappropriate or irregular conduct on the part of the Assessor.

Information to Provide:

When making an appeal please provide as much of the following information as possible:

- Your full name.
- Your contact details.
- A daytime telephone number.
- A full description of your appeal (including the course title/subject matter and dates and times if known).
- Any names of the people you have dealt with so far.
- Copies of any letters or papers to do with the appeal.
- Any other factors for consideration, such as extenuating circumstances that the learner either did not address at the time or that they believe were raised but not taken into consideration when the decision was made.

Appeals Process:

Stage 1

The learner should discuss on the day they receive the assessment decision their intention to appeal that decision directly with the Assessor responsible for informing the learner of that decision. If the learner is dissatisfied with the outcome of this discussion, the learner should request a 'Learners Appeals Application' form which can be posted or email to you. The learner must submit this form within five days of the date of the assessment and include with it any supporting evidence (see additional notes below). Appeals received after this time will not be heard.

Stage 2

Once received by us, our designated Internal Quality Assurer ("IQA") will investigate the appeal and respond in writing to the learner with a decision within 20 working days of receipt of the form. This will be the final route of escalation within our company.

Additional Notes

1. It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals in practical teaching based solely on the learner's disagreement with the Assessor's decision will only be considered when accompanied by a video recording of the learner's practical assessment.
2. The learner 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 learners, or the Assessor's ability to carry out their role(s).
3. It is the responsibility of the learner to arrange a video operator.
4. Prior to the assessment date and so that a decision can be made for deferral, it is the responsibility of the learner to notify us of any medical problem which may affect the learner's performance adversely in the assessment process.

Escalation:

If you remain unhappy after following our own internal appeals procedure, please contact the awarding organisation directly.

The awarding organisation is Highfield Qualifications and their appeals policy is located on their website: <https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your appeal to Highfield Qualifications and remain unhappy with the outcome, you may then raise your appeal to the relevant qualification regulator. Either a representative of CONSILIUM TRAINING AND SUPPORT LTD or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and can provide contact details.

Review of Procedure:

This procedure will be reviewed annually.

Procedure Approval and Authorisation:

This procedure has been approved & authorised by:

Name: Sarah Bradley

Position: Director

Signature:

**Revisions/Reviewed:**

Date	Type	Undertaken By	Comments
19/02/2024	Policy creation	Sarah Bradley	Policy created
22/02/2025	Policy review	Sarah Bradley	No changes made
10/05/2025	Policy amendment	Sarah Bradley	Additional grounds of appeal added Addition of information to provide section Addition of escalation section
21/09/2025	Policy amendment	Sarah Bradley	Change of title from 'Appeals Procedure for Students Enrolled on CPD courses' to 'Appeals Procedure for Students Enrolled on Accredited Training Courses and Programmes'



CONSILIUM

TRAINING + SUPPORT



Upper Floors, 2 New Rents, Ashford, Kent, TN23 1JH



www.consiliumtrainingandsupport.co.uk



info@consiliumtrainingandsupport.co.uk