



Learner Appeals Policy

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Learner Appeals Policy

Archangelica delivers learning under the Chartered Management Institute (CMI) Registered Centre status held by FD2i.

Policy statement

Archangelica is committed to ensuring that all learners are assessed fairly, consistently and in line with regulatory requirements. This Appeals Policy provides a clear and transparent process for learners who wish to appeal an assessment-related decision.

This policy supports fairness, procedural integrity and learner confidence in Archangelica's learning provision.

Scope

This policy applies to all learners undertaking learning delivered by Archangelica, including:

- Chartered Management Institute (CMI) qualifications
- CPD-accredited workshops and programmes
- Any other formal learning activity delivered by Archangelica

This policy applies only to appeals relating to the assessment process or administration, not general service complaints.

Definition of an appeal

An appeal is a formal request by a learner for a review of a decision relating to the assessment process, assessment administration, or the application of reasonable adjustments or special consideration.

Appeals must be based on procedural grounds, not academic disagreement with an assessment outcome.

Grounds for appeal

Grounds for appeal may include (this list is not exhaustive):

- A reasonable adjustment or special consideration request was refused without appropriate justification
- A reasonable adjustment was agreed but not implemented as approved
- The learner believes assessment procedures were not followed correctly
- There was irregular or inappropriate conduct in the administration of the assessment process

Appeals **cannot** be made solely on the basis of dissatisfaction with the academic judgement of the awarding body.

Appeals procedure

Stage 1 – Informal clarification

Learners are encouraged, where appropriate, to seek clarification from the **Programme Manager** regarding the assessment process or outcome as soon as the assessment decision is received.

Many concerns can be resolved informally at this stage.

Stage 2 – Formal appeal to Archangelica

If the learner remains dissatisfied, a formal appeal must be submitted in writing to Archangelica within **five working days** of receiving the assessment decision.

The appeal should:

- clearly state the grounds for appeal
- include any supporting evidence

The **Programme Manager** will review the appeal, investigate the matter and provide a written response within **20 working days**.

All appeals will be recorded and handled confidentially.

Where the Programme Manager role is held by the CEO, an Administrator will support the appeals process by managing records and correspondence. Where appropriate, an independent associate will be consulted to support fairness and objectivity prior to final escalation.

Stage 3 – Final internal escalation

If the learner remains dissatisfied following Stage 2, the appeal will be escalated to the **CEO of Archangelica** for final internal review.

The CEO will review all documentation and provide a final internal decision.

External escalation (CMI learners)

Where a learner is enrolled on a CMI qualification and remains dissatisfied after exhausting all internal Archangelica procedures, they may refer the matter directly to the Chartered Management Institute (CMI) in line with CMI's appeals and complaints procedures.

Confidentiality and records

All appeals will be handled sensitively and confidentially. Records will be retained securely and made available for quality assurance or regulatory review where required.

Related procedures

Where a concern relates to the quality of service or learning delivery, rather than the assessment process, the matter should be addressed through the Archangelica Learner Complaints Policy.

Policy ownership and review**Policy owner:**

Fiona Daniel, CEO, Archangelica

Review cycle:

Annual, or earlier if required by regulatory or organisational change

Last review:

Jan 2026

Next review due:

Jan 2027