



TRAINING FOR
ELECTRICIANS LTD



APPEALS POLICY AND PROCEDURES

Ensuring Fairness, Transparency, and
Consistency in Assessment Decisions

2025



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1. Scope of this Policy

1.1 This document sets out the internal appeals policy of *Training for Electricians Ltd* for exams, assessments, and vocational qualifications.

1.2 The purpose of this policy is to outline the procedures learners should follow if they wish to appeal the result of an academic or assessment decision that has been internally assessed by the centre.

1.3 This policy does not cover appeals that have been escalated to awarding organisations (AOs) such as City & Guilds, EAL, or other external bodies.

For guidance on appealing to an awarding organisation, learners should contact the relevant AO directly or ask the Training Centre Manager for assistance.

2. Grounds for Appeal

2.1 Learners have the right to request a review of an assessment decision if they believe that a procedural error, unfair treatment, or incorrect application of marking criteria has affected their result. Appeals must clearly set out the grounds for appeal, explaining the specific reason(s) why the learner believes the assessment outcome is inaccurate or unjust and should therefore be reconsidered.

2.2 An appeal can only be submitted after the learner has received formal notification of their result or grading decision. Appeals made prior to the release of grades or based solely on dissatisfaction with the outcome — without reference to an identifiable issue — will not normally be accepted.

2.3 Appeals should focus on whether the assessment process was conducted fairly, consistently, and in accordance with centre and awarding body standards, rather than on personal preference or disagreement with the assessor's professional judgment.

2.4 Acceptable grounds for appeal may include, but are not limited to, the following:

- Incorrect application of assessment criteria: The learner believes that their work was not assessed in line with the published assessment or grading criteria issued by the awarding organisation or the centre.
- Failure to follow centre procedures: The learner has evidence that the centre's internal assessment, verification, or moderation procedures were not correctly followed, and that this may have affected the outcome.
- Administrative or procedural error: There is evidence of an error in recording, calculating, or communicating the learner's grade or assessment decision.
- Unfair treatment or bias: The learner believes they were treated unfairly, inconsistently, or with bias in comparison to other learners.
- Reasonable adjustments or special considerations: A decision regarding a reasonable adjustment or special consideration (for example, due to a disability or extenuating circumstance) was not applied fairly or appropriately, and this may have affected the result.
- New evidence: Significant new information has come to light which was not available at the time of assessment and which could have materially affected the decision.

2.5 Appeals that fall outside of these grounds — such as those based purely on personal dissatisfaction with a mark or grade, or where the learner simply wishes to have another opportunity to improve their result — will not normally be accepted unless there is supporting evidence of a procedural or administrative error.

2.6 All appeals must be supported by as much relevant information as possible, such as copies of assessor feedback, emails, notes, or other evidence that helps to demonstrate why the appeal is being made.

3. Timescales

3.1 The appeals process at *Training for Electricians Ltd* is designed to ensure that all appeals are handled promptly, fairly, and efficiently. Timely communication helps maintain transparency and confidence in the integrity of the centre's assessment and quality assurance systems.

3.2 Learners wishing to submit an appeal must do so within ten (10) working days of receiving their official assessment result or grading decision. For second-level appeals, the same timeframe applies —

the learner must submit their second appeal within ten (10) working days of receiving the written outcome of the first-level appeal.

3.3 Appeals submitted after this period may not normally be accepted unless there are exceptional circumstances which prevented the learner from meeting the deadline. Examples of such circumstances may include illness, bereavement, or other extenuating personal factors. Any late submission must include a written explanation and supporting evidence for consideration by the Training Centre Manager.

3.4 Upon receipt of a written appeal, the centre will issue a formal acknowledgement within ten (10) working days. This acknowledgement will confirm:

That the appeal has been received and logged;

The name of the person responsible for handling or reviewing the appeal; and

The expected timescale for the next stage of the process.

3.5 The learner will be informed of the outcome of their appeal in writing within ten (10) working days from the date the appeal was received. This written outcome will include:

A summary of the appeal issue;

Details of any investigation undertaken;

The decision made and the reasons for it; and Information on the next stage of appeal (if applicable).

3.6 In some cases, additional time may be required for example, where the appeal involves reviewing large amounts of evidence, contacting multiple staff members, or consulting with awarding body representatives. In such cases, the learner will be informed as soon as possible of the delay and provided with an estimated revised timescale for completion.

3.7 The centre aims to complete the entire internal appeals process (from receipt of appeal to final internal outcome) within a maximum period of twenty (20) working days, unless there are exceptional circumstances requiring an extension.

3.8 All key stages of the appeal process including submission, acknowledgment, investigation, and decision will be recorded in the centre's Appeals Log to ensure full traceability and compliance with awarding organisation and regulatory requirements.

3.9 Learners are encouraged to keep copies of all correspondence and documentation related to their appeal for their own records.

4. First-Level Appeal

4.1 The first-level appeal is the initial stage in the appeals process and provides learners with the opportunity to have an assessment decision formally reviewed by an appropriate member of staff who was not directly responsible for the original marking or decision. This ensures the process remains fair, objective, and transparent.

4.2 All first-level appeals must be made in writing and submitted to:

 **Enquiries@tfeukltd.co.uk**

or handed in at reception, clearly marked "Confidential: First-Level Appeal."

4.3 The written appeal should include:

- The learner's full name, programme title, and unit/module being appealed;
- The date the grade or result was received;
- A clear statement explaining the grounds for appeal (see Section 2);
- A brief explanation of the outcome the learner is seeking (for example, re-marking, re-assessment, or further review); and
- Any supporting evidence, such as assessor feedback, internal verification notes, or email correspondence.

4.4 Upon receipt, the appeal will be logged in the Appeals Register by the Centre Administrator and assigned to the Programme Leader or Internal Quality Assurer (IQA) for independent review.

4.5 The Programme Leader/IQA will then carry out a thorough review of all relevant materials, which may include:

- The learner's original assessment evidence and feedback;
- The assessor's grading rationale;
- Internal verification documentation; and
- Any relevant centre or awarding body assessment criteria.

4.6 During the review, the Programme Leader/IQA may, if necessary:

- Request clarification from the original assessor;
- Meet with the learner to discuss the grounds for appeal; or
- Consult with the Centre Manager for additional context or procedural guidance.

4.7 Once the review is complete, a written judgment will be made, confirming whether the appeal is upheld or not upheld.

- If upheld, the learner's result for that unit will be amended in line with the findings, and all relevant records and quality assurance documents will be updated.
- If not upheld, a clear written explanation will be provided to the learner outlining the reasons for the decision and referencing the relevant evidence or criteria considered.

4.8 The learner will receive the written outcome within **ten (10) working days** of the centre receiving the appeal, unless additional time is required (see Section 3).

4.9 All discussions, documents, and decisions will be treated as confidential and stored securely in accordance with GDPR and centre data protection policies. Only staff directly involved in the appeals process will have access to related materials.

4.10 If the learner is dissatisfied with the outcome of the first-level appeal, they may proceed to a second-level appeal(see Section 5). The request to escalate must be made within ten (10) working days of receiving the first-level decision.

4.11 If the learner does not respond within **ten (10) working days** of receiving the written outcome, the appeal will be considered closed, and no further correspondence will be entered into regarding that matter.

4.12 A record of all first-level appeals, including evidence, correspondence, and final decisions, will be retained for a minimum of **three (3) years** for quality assurance and audit purposes.

5. Second-Level Appeal

5.1 The second-level appeal provides an opportunity for a learner to request an independent review of the decision made at the first-level appeal stage. This ensures that the process remains impartial, transparent, and consistent with the centre's commitment to fairness and equality of treatment for all learners.

5.2 A second-level appeal may be submitted if the learner is dissatisfied with the outcome of the first-level appeal and believes that:

- The first-level appeal was not conducted fairly or in accordance with this policy;
- New evidence has become available that could affect the outcome; or
- The learner has reason to believe that bias, procedural irregularity, or an error occurred during the initial review.

5.3 The second-level appeal must be submitted in writing within **ten (10) working days** of receiving the outcome of the first-level appeal. Appeals received after this period will not normally be accepted unless there are exceptional and evidenced circumstances preventing timely submission.

5.4 All second-level appeals must be sent to:

 **Enquiries@tfeukltd.co.uk**

and clearly marked "Confidential: Second-Level Appeal."

5.7 The appointed reviewer will conduct a comprehensive investigation, which may include:

- Reviewing all documentation from both the assessment and first-level appeal stages;
- Consulting relevant staff or verifiers (without breaching confidentiality);
- Interviewing the learner or requesting additional written clarification; and
- Seeking guidance from the awarding organisation if a procedural or regulatory issue is identified.

5.8 The reviewer will then reach a judgment based on the evidence and information gathered. Possible outcomes may include:

- The appeal is upheld, and the assessment decision is amended;
- The appeal is not upheld, and the original result remains unchanged; or
- Further action or re-assessment is required before a final decision can be made.

5.9 The learner will receive a written outcome within **ten (10) working days** of the centre receiving the second-level appeal. If the investigation requires more time, the learner will be notified in writing with an explanation and a revised timescale.

5.10 The written outcome will include:

A summary of the appeal and the steps taken to investigate it;

The evidence considered;

The final decision and reasons for it; and

Information about the learner's right to escalate the matter to the awarding organisation if still dissatisfied (see Section 6).

5.11 The decision of the second-level appeal represents the **final stage of the internal centre appeals process**. Once communicated, the matter will be considered closed within the centre.

5.12 All documentation, correspondence, and evidence relating to the second-level appeal will be securely stored and retained for a minimum of **three (3) years**, in accordance with the centre's data protection and record retention policies.

5.13 An anonymised record of all appeals will be reviewed during annual quality assurance meetings to help identify trends, ensure consistency, and inform staff training and policy improvements.

6. External Appeals

6.1 If a learner remains dissatisfied with the outcome of the internal appeals process (after completion of both the first-level and second-level appeals), they have the right to escalate their appeal to the relevant awarding organisation (AO).

6.2 *Training for Electricians Ltd* works with recognised awarding organisations such as City & Guilds, EAL, and other approved vocational qualification providers. Each awarding organisation has its own external appeals procedure, which must be followed precisely once the internal process at the centre has been fully exhausted.

6.3 Before submitting an external appeal, learners are strongly encouraged to seek advice from the Training Centre Manager or Internal Quality Assurer (IQA) to ensure that all internal procedures have been completed and that the issue falls within the awarding organisation's remit.

6.4 When contacting the awarding organisation, learners should provide:

- Their full name, learner number, and qualification title;
- Details of the assessment decision or grade being appealed;
- Copies of all relevant correspondence and documentation from both stages of the internal appeal;
- The reason they believe the centre's decision was incorrect or unfair; and
- Any additional evidence or supporting information that has not yet been reviewed.

6.5 The awarding organisation will review the appeal in line with its own published policy and procedures. This may include:

- Requesting further information from the learner or the centre;
- Reviewing the centre's records, policies, and assessment evidence; or
- Conducting an external verification visit or panel review.

6.6 *Training for Electricians Ltd* will fully cooperate with all awarding organisation investigations and provide any requested information or documentation promptly and transparently. The centre recognises that this cooperation is an essential part of maintaining compliance with awarding body and regulatory requirements.

6.7 The outcome of the awarding organisation's review will be communicated directly to the learner (and the centre, where appropriate) in writing. This decision will be final and binding in line with the awarding organisation's own procedures.

6.8 Learners who remain dissatisfied after completing both the internal and external appeals processes may, in certain circumstances, refer their case to the relevant regulator, such as Ofqual, for review. This option typically applies where a learner believes that:

- The awarding organisation has not followed its own procedures correctly; or
- There is evidence of maladministration or procedural irregularity.

6.9 Contact details for awarding organisations and relevant regulators are available from the **Training Centre Office** or by emailing Enquiries@tfeukltd.co.uk.

6.10 Learners should be aware that awarding organisations may charge an administration fee for external appeals. This fee is usually refundable if the appeal is upheld. Learners should check the relevant awarding body's website or policy for up-to-date information on charges and timelines.

6.11 Once an external appeal has been submitted, the centre will continue to support the learner where possible, ensuring that they are treated fairly and that the appeal process does not negatively affect their ongoing training, assessment, or certification.

7. Record Keeping and Monitoring

7.1 *Training for Electricians Ltd* is committed to maintaining clear, accurate, and secure records of all appeals received and processed within the centre. Proper documentation helps ensure transparency, accountability, and the continuous improvement of assessment and quality assurance practices.

7.2 The **Centre Administrator** will maintain a dedicated **Appeals Log**, which records key information including:

- The name of the learner submitting the appeal;
- The qualification or unit/module involved;
- The date the appeal was received;
- The level of appeal (first-level or second-level);
- The staff member assigned to investigate the appeal;
- A summary of the appeal issue and outcome; and
- The date the learner was notified of the decision.

7.3 All correspondence, evidence, and decision reports relating to each appeal will be filed securely—either digitally or in hard copy under the relevant learner record. These files will be stored in accordance with the **Data Protection Act 2018** and **UK GDPR** requirements.

7.4 Access to appeal records is restricted to authorised personnel only, including:

- The **Training Centre Manager**,
- The **Internal Quality Assurer (IQA)**, and
- Members of the appeals review panel (where applicable).
- All staff involved in the appeals process are required to maintain strict confidentiality at all times.

7.5 Records of appeals and associated documentation will be retained for a minimum of three (3) years from the date of the final decision. In cases where an external awarding organisation becomes involved, records will be retained until the awarding organisation confirms closure of the case.

7.6 To support transparency and regulatory compliance, anonymised summaries of appeals will be reviewed as part of the centre's **annual internal quality assurance and management review meetings**. These summaries will be used to:

- Identify recurring themes, trends, or procedural issues;
- Evaluate the consistency and fairness of assessment practices;
- Inform assessor and staff training needs; and
- Strengthen the centre's overall quality assurance framework.

7.7 Any actions or recommendations arising from the review process (for example, amendments to procedures, updates to assessor training, or policy improvements) will be recorded within the **Centre Quality Improvement Plan (QIP)** and monitored for completion.

7.8 Where an appeal highlights a potential risk to assessment integrity or centre compliance, the Training Centre Manager will take prompt corrective action and, if appropriate, notify the awarding organisation.

7.9 Data from appeals will not be used to disadvantage any learner or staff member; it will solely be used for quality assurance and improvement purposes.

7.10 The Training Centre Manager is responsible for ensuring that all staff are aware of this policy, understand how to record and report appeals accurately, and comply with data protection and confidentiality requirements.

8. Monitoring, Review and Policy Approval

8.1 *Training for Electricians Ltd* is committed to maintaining high standards of quality assurance and continuous improvement in all aspects of assessment and learner support. This Appeals Policy and Procedure will be **regularly monitored and reviewed** to ensure that it remains fair, effective, and compliant with the latest awarding organisation and regulatory requirements.

8.2 The Training Centre Manager holds overall responsibility for monitoring the implementation of this policy and ensuring that:

All appeals are handled in accordance with the procedures outlined within this document;
Timescales are met wherever possible, and delays are clearly communicated;
Staff involved in the assessment and quality assurance process are fully trained and understand their roles; and Lessons learned from appeals are used to improve centre practice.

8.3 The **Internal Quality Assurer (IQA)** will support the monitoring process by:
Reviewing appeal outcomes as part of regular internal verification and sampling;
Identifying any trends or recurring issues that may indicate a need for staff training or process improvement; and Reporting findings to the Training Centre Manager and senior leadership team.

8.4 This policy will be formally reviewed on an annual basis, or sooner if:

- There are changes to awarding organisation requirements or Ofqual regulations;
- New qualifications, assessment methods, or delivery models are introduced;
- Feedback from learners or staff highlights a need for revision; or
- The outcomes of internal or external audits identify areas for development.

8.5 The review will evaluate the following:
The efficiency and timeliness of appeal handling;
Compliance with published procedures;
Clarity and accessibility of the appeals information for learners; and
The effectiveness of communication between assessors, verifiers, and management during the process.

8.6 Updates or revisions to this policy will be documented in the **Policy Review Log**, including:
The version number;
The date of approval;
A brief description of the changes made; and
The name and position of the person authorising the update.

8.7 The most recent and approved version of this policy will always be made available to:
All learners (via the learner handbook and website);
All staff and contractors (via internal documentation or shared drive); and
External quality assurers or awarding organisations upon request.

8.8 All previous, outdated versions of this policy will be archived securely for reference and audit purposes, but only the latest approved version shall be in active use.

8.9 The **Training Centre Manager** is responsible for signing off this policy on behalf of Training for Electricians Ltd and ensuring it is implemented consistently across all programmes and delivery locations.

Revision Tracking Record

Version	Date	Author/Editor	Summary of Changes	Approved By
1.0	09/10/2025	H. Strickland	Initial policy issue	Director