

# APPEALS POLICY



# Appeals Policy

## Scope of the Policy

This policy is provided for Protutorial customers, learners, and staff members who are using or delivering qualifications offered by Protutorial.

## Review Arrangements

Protutorial will review this policy annually in line with self-assessment arrangements. This policy will also be revised as and when necessary, in response to customer and learner feedback or good practice guidance issued by an awarding organisation or other regulatory body.

## Location of the Policy

This policy is available for all staff members, third parties, and learners to access via the Protutorial website. Protutorial will also ensure that the policy is available in alternative formats, such as large print and audio, to accommodate diverse learner and staff needs.

## Communication of the Policy

Each staff member involved in the management, delivery, assessment, and quality assurance of qualifications offered by Protutorial shall be made aware of this policy during their induction period of employment.

Learners undertaking Protutorial qualifications shall be informed of this policy during their induction process.

## Policy Statement

Each learner has the right to challenge the outcome of an assessment decision if they consider the assessment has not been undertaken properly, or the assessment judgment is incorrect.

Each Protutorial employee has the right to challenge the outcome of a decision if they consider the decision is unfair or unacceptable to them.

Appeals may be lodged for a variety of reasons. These reasons may include, but are not limited to the following:

- Conduct of an assessment
- Adequacy of the range, nature, and comprehensiveness of evidence when set against the national standards and evidence requirements

- The opportunities offered to demonstrate competence or attainment
- Access to assessment
- Process of assessment
- Access to internal quality assurance
- The handling of an appeal
- The outcome of a complaint
- An internal issue regarding a staff member

## **Statement of Principle**

This policy is in place to enable Protutorial customers, learners, and employees to inquire, question, or appeal against a decision by the organisation.

Protutorial will aim to reach an agreement at the earliest opportunity regarding any appeals that are made.

Protutorial will ensure that all appeal investigations are conducted by employees who have the appropriate knowledge, understanding, and skills.

If a learner wishes to appeal an assessment decision, the appeal must be lodged in writing or via email to an employee of Protutorial within seven working days of being notified of the assessment decision. A relevant Protutorial employee will then attempt to find a solution with the learner, assessor/tutor, and internal quality assurer.

A Protutorial employee will acknowledge a learner or staff member appeal within two working days of receipt. A relevant Protutorial employee will be instructed to investigate an appeal by a member of the Senior Management Team. Investigations may include talking to all relevant parties related to the assessment process or decision.

A learner will be informed of the outcome of an investigation and decision within ten days of the appeal being lodged. A staff member who has lodged an appeal will be informed of the outcome of an investigation and decision within ten days of the appeal being lodged. This timeframe may be extended, depending on the nature of the appeal.

If a learner appeal is to be upheld, the learner will be notified of this in writing within two working days of the completion of the investigation.

If a staff member appeal is to be upheld, the staff member will be informed of this in writing within two working days of the completion of the investigation.

The relevant procedures will be followed to ensure a learner assessment decision is changed to show the correct mark and/or decision.

If a learner or staff member appeal is upheld by Protutorial, any lessons learned from the investigation will be reviewed by the Senior Management Team to identify any relevant changes in practices/processes required.

All Protutorial employees involved in an appeal will be offered suitable training, if appropriate.

If an appeal is not upheld, the learner or employee who lodged the appeal will be given a written explanation detailing the reasons.

If a learner is not satisfied with the appeal decision, they are able to instruct Protutorial to contact the awarding organisation they are registered with to escalate the appeal. The awarding organisation will investigate all appeals made in line with their own appeals policy.

All documents relating to an appeal will be saved and stored securely by Protutorial. Access to all learner appeals will be given to the awarding organisation a learner is registered with.

### **Escalation to Awarding Organisation**

In the event that all internal appeals processes with Protutorial have been exhausted and the learner is still dissatisfied with the outcome, they have the right to escalate the matter to the awarding organisation, TQUK (Training Qualifications UK). Learners can submit an appeal directly to TQUK, who will review the case in accordance with their own appeals procedures. Details on how to escalate an appeal to TQUK will be provided to learners upon request.

## Version Control

Version	Author	Date	Changes or comments
1.0	Natalie Willetts	12.03.2024	Approved policy agreed
2.0	Natalie Willetts	25.5.2025	Inclusion of escalation to awarding organisation statement