**APPEALS PROCEDURE**

If you are unhappy with an assessment outcome you have the right to appeal. Possible reasons for an appeal are:

 • You do not understand why you are not yet regarded as competent because of unsatisfactory feedback from your tutor

• You believe you are competent and that your tutor has misjudged you or has overlooked some vital evidence

Total Futures Ltd expects that most appeals will be resolved within center. An appeal will only be escalated to an awarding body after Total Futures Ltd internal appeals procedure has been fully exhausted.

**Stage 1: Appeal to the Tutor**

 If you are not happy with an assessment about your competence you have the right to appeal directly to the Tutor who carried out the assessment. This appeal must be in writing and must clearly indicate:

•  The points on which you disagree with the assessment

• The evidence in your portfolio that you believe meets the requirements of the performance criteria and/or knowledge for claiming competence

The Tutor must respond to you in writing within 10 working days with either a correction or a clear justification why the original decision should stand.

**Stage 2: Appeal to the Lead Internal Verifier**

 If you are still not satisfied with the outcome of Stage 1 you can next appeal to Total Futures Ltd Lead Internal Verifier. This appeal must be in writing but need not repeat the detail provided in Stage 1. The original appeal and the Tutor’s judgement will be made available to the Lead Internal Verifier.

The Lead Internal Verifier will give you a clear judgement in writing within 5 working days as to whether the original decision should stand or not.

**Stage 3: Appeal to the Quality Manager**

If you are still not satisfied with the outcome of Stage 2 you can next appeal to Total Futures Ltd Quality Manager. This appeal must be in writing but need not repeat the detail provided in Stage 1. The original appeal, Tutor’s judgement and the Lead Internal Verifier’s decision will be made available to the Quality Manager.

The Quality Manager will give you a clear judgement in writing within 5 working days as to whether the original decision should stand or not.

**Stage 4: Appeal to the Awarding Body**

 If you are not happy with Total Futures Ltd decision and have exhausted the internal appeals procedure you may proceed by appealing to the Awarding Body. This appeal must be in writing to the appropriate Awarding Body for your qualification. The appeal must be accompanied by copies of all documentation from stages 1 and 2 above.

The Awarding Body will normally acknowledge receipt of the appeal, depending on their appeals process, within 3 working days. They will consider whether Total Futures Ltd original judgement was correct and advise you of their decision.

**Stage 5: Appeal to the Regulatory Body**

 Following appeal to the Awarding Body, if you remain unsatisfied with the result, you are entitled to appeal to the Office of Qualifications and Examinations Regulation.

**The outcome of the appeal procedure is final.**

To contact your tutor, Lead internal Verifier or gain relevant contact details for your awarding body, please call 01744 733711 or write to:-

Total Futures Limited

The Hub, 123 Star Lane

Canning Town

London

E16 4PZ

**Version Control**

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| --- | --- |
| **Version History** | **Content Changed** |
| 1 – July 2021 | Policy produced |
| 2 – June 2022 | Policy reviewed |
| 3 – June 2023 | Policy Reviewed |

**Review and Ratification**

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| --- | --- |
| **Next Review Date** | **Reason for Review** |
| June 2024 | Full review  |

**Dated:** June 2023

**Signed:** 

**Name:** Garry Brown

**Position:** Director of Skills